

MassRelay FCC Complaint Report 6/1/2012 to 5/31/2013

Inquire Date	Record ID	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
6/13/12	48783	Mitch	Melissa	Melissa	Customer requested a female OPR which was unavailable, but Supervisor provided the wrong information of availability of an OPR.	6/13/2012	Customer Service stated that the Supervisor would be counseled. Supervisor was counseled and the customer was notified. It was discovered that the Supervisor stated they would provide a female, but there was not a female OPR available.	Service Complaints - Speech to Speech Call Handling Problems
6/15/12	48961		Tina	Tina	Customer stated there has been static on the line when she uses the relay.	6/15/2012	Customer Service apologized and attempted test calls, which were successful. Customer Service suggested that the customer contact their telephone company. Customer understood.	Technical Complaints - Miscellaneous
6/23/12	49715		Jody	Jody	Customer suggested that instead of just bringing a Supervisor to the line that the OPR should ask the customer if they would like a Supervisor.	6/23/2012	Customer Service explained that the OPR must be able to call for a Supervisor at anytime and stated that their suggestion would be forwarded to management. Customer was satisfied.	Service Complaints - Speech to Speech Call Handling Problems
6/25/12	49214		Tom	Tom	Customer requested Paetec as their long distance provider through the relay.	6/25/2012	Customer Service explained that Paetec was not a participating provider through the relay. Customer Service set up a temporary profile in order for calls to be placed properly. Customer was satisfied. As of May 31, 2013, Paetec is still not a participating provider through the relay.	Technical Complaints - Carrier Choice Not Available/Other Equal Access
6/26/12	49655	1240	Melissa	Melissa	Customer stated that the OPR speaks softly and they are unable to hear them.	6/26/2012	Customer Service apologized and stated that the OPR would be monitored frequently. OPR continues to be monitored frequently. Testing of the workstations and headsets occurred with no issues. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems

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6/28/12	49825		Lonnie	Lonnie	Customer stated their long distance carrier is not listed in their profile.	6/28/2012	Customer Service apologized and explained that they would forward the information to the technical department. The technical department discovered that there had been no long distance calls placed by the customer through the relay. It was verified that the profile information was displaying correctly. Customer was notified.	Technical Complaints - Miscellaneous
6/29/12	49850	9061	Melissa	Melissa	Customer stated that the OPR was replaced on a call and did not leave any of the notes for the next person.	6/29/2013	Customer Service stated that the OPR would be counseled. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
7/10/12	50697	4043	Eric	Eric	Customer stated after providing the number they did not receive a response from the OPR.	7/10/2012	Customer Service apologized and stated that the information would be forwarded to the technical department. It was discovered that the connection was changed, but the call was disconnected due to no response from the customer. Customer was notified.	Service Complaints - Miscellaneous
7/10/12	51981	1184	David	David	Customer stated that OPR did not speak clearly.	7/10/2012	Customer Service apologized and stated that the OPR would be counseled. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
7/12/12	50719		Melissa	Melissa	Customer stated they are able to receive calls on their equipment, but unable to place calls.	7/12/2012	Customer Service suggested moving their equipment to another room to see if they could place calls. After moving the equipment, customer was able to place calls successfully.	External Complaints - Miscellaneous
7/16/12	51115		Tom	Tom	Customer stated the staff does not know anything.	7/16/2012	Customer Service apologized and attempted to acquire additional information, but the customer disconnected.	Service Complaints - Miscellaneous

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7/20/12	51348	9061	Melissa	Melissa	Customer stated they were unable to reach directory assistance through the relay.	7/20/2013	Customer Service placed a test call to directory assistance through the relay, which was successful. Customer Service suggested the customer attempt their call again. Customer understood and was satisfied.	External Complaints - Miscellaneous
7/21/12	51468	4060	Trisha	Trisha	Customer stated the OPR misdialed a number.	7/21/2012	Customer Service apologized and requested a copy of the bill for possible reimbursement. Customer Service provided the mailing address. Customer understood. A copy of the bill was not received from the customer.	Service Complaints - OPR Misdialed Number
8/7/12	52609		Tina	Tina	Customer stated they do not like the new call routing for Speech to Speech users with the relay and requested that their calls be set to a non Speech to Speech OPR.	8/7/2012	Customer Service apologized and updated the profile to ensure the customer reaches a non Speech to Speech OPR. Customer was satisfied.	Service Complaints - Speech to Speech Call Handling Problems
8/21/12	53526	1184	Ryan	Ryan	Customer stated the OPR was inaudible.	8/21/2012	Customer Service apologized and forwarded information to the technical department. OPR's headset and workstation were tested to ensure they were working properly. OPR's headset was replaced and customer notified.	Service Complaints - Speech to Speech Call Handling Problems
8/23/12	54044	9118	Kim	Kim	Customer stated the OPR did not keep them informed.	8/23/2012	Customer Service apologized and stated the OPR would be counseled. The information was forwarded to the technical department for further investigation. The technical department discovered that the customer's line disconnected. Customer was notified.	Service Complaints - OPR Did Not Keep User Informed

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8/24/12	54133	1184	David	David	Customer stated the OPR was inaudible.	8/24/2012	Customer Service apologized and forwarded information to the technical department. OPR's headset and workstation were tested to ensure they were working properly. OPR's headset was replaced and customer notified.	Service Complaints - Speech to Speech Call Handling Problems
8/27/12	55613		Melissa	Melissa	Customer stated they received charges on their bank statement and was provided the relay's number.	8/27/2012	Customer Service discovered that the information was from a telemarketing service. Customer Service advised the customer to contact their bank to dispute the charges. Customer understood.	External Complaints - Miscellaneous
9/18/12	57214	1337	Melissa	Melissa	Customer stated the OPR gave them a hard time on their call.	9/18/2012	Customer Service apologized and stated that the OPR would be monitored frequently. Monitoring has occurred and the OPR is handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
9/26/12	56760	9013	Kim	Kim	Customer stated they thought the OPR was making excuses when the customer requested a Supervisor.	9/26/2012	Customer Service apologized and stated that the OPR would be counseled on proper call handling. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was satisfied.	Service Complaints - Speech to Speech Call Handling Problems
10/9/12	58739		Eric	Eric	Customer stated the OPRs do not follow their voice mail instructions.	10/9/2012	Customer Service apologized and stated that OPRs will be counseled. OPRs have been counseled. Monitoring has occurred and OPRs are handling calls according to policy. Customer understood.	Service Complaints - Speech to Speech Call Handling Problems
10/10/12	59138	1184	David	David	Customer stated the OPR needs a different headset.	10/10/2012	Customer Service apologized and stated the OPRs headset would be tested. OPRs headset was tested and discovered to be functioning properly. Customer was notified and satisfied.	Service Complaints - Speech to Speech Call Handling Problems

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10/22/12	59076	1184	Ryan	Ryan	Customer stated the OPR was not speaking loud enough to be heard and requested a male OPR.	10/22/2013	Customer Service apologized and explained the OPR would be counseled. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer Service explained that at the time there are no male OPRs available. Customer understood and their call was processed by a different female OPR.	Service Complaints - Speech to Speech Call Handling Problems
10/25/12	59437		Melissa	Melissa	Customer stated that all male OPRs mimic the customer during calls.	10/25/2012	Customer Service apologized and stated that the OPRs will be counseled. OPRs were counseled. Monitoring has occurred and OPRs are handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
10/29/12	59607		Melissa	Melissa	Customer stated they reached a recording stating their party's line was out of service.	10/29/2012	Customer Service apologized and explained that the other party's line may be experiencing trouble with their telephone line. Customer understood.	External Complaints - Miscellaneous
10/30/12	59769		Melissa	Melissa	Customer, who was a VCO user, stated that they were unable to understand the other party due to their accent. Customer stated that they received a call that was not placed through the relay.	10/30/2012	Customer Service suggested using the relay to contact the other party, in order to read the typed response. Customer understood.	External Complaints - Miscellaneous
11/1/12	59871	4157f 4085f	Melissa	Melissa	Customer stated that they were disconnected during their conversation. Customer inquired if something was wrong.	11/1/2012	Customer Service apologized and explained that the relay was experiencing technical issues. Customer understood. Issue was resolved and customer was notified.	Technical Complaints - Line Disconnected

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11/7/12	60184	9025	Donte	Donte	Customer stated the other party asked for their name and the OPR provided the wrong name. Customer requested a different female OPR, but was not provided one.	11/7/2012	Customer Service apologized and stated that the OPR would be counseled, concerning providing the incorrect name. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer Service explained that at that time, there was no additional female OPRs available. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
11/7/12	60206	1264	Melissa	Melissa	Customer stated that the OPR whispers and would not speak louder.	11/7/2012	Customer Service apologized and stated that the OPR would be monitored on voice clarity. OPRs headset was checked to ensure it was working properly. OPR continues to improve projection and volume.	Service Complaints - Speech to Speech Call Handling Problems
11/8/12	60205	1040	Melissa	Melissa	Customer was upset that the OPR was unable to locate a number on their speed dial.	11/8/2012	Customer Service apologized and stated the OPR would be counseled and monitored frequently as the speed dial number was in their profile. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
11/8/12	60208	9061	Melissa	Melissa	Customer requested the OPR to hold while they went to the restroom and the OPR replied they can only hold for one minute.	11/8/2012	Customer Service explained that the OPR can hold for a short time, but once the hold time has been exceeded the OPR would have to disconnect. Customer understood.	Service Complaints - Speech to Speech Call Handling Problems
11/15/12	60632	Lonnie	Tina	Tina	Customer stated that they thought the Supervisor was on their call and did not identify.	11/15/2012	Customer Service apologized and explained that there may be times when a Supervisor is assisting an OPR and the customer may not be aware they are on the line. Customer disconnected.	Service Complaints - Speech to Speech Call Handling Problems

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11/22/12	61287	1320F	Melissa	Melissa	Customer stated the OPR was not speaking loud enough to be heard.	11/22/2012	Customer Service apologized and explained the OPR would be counseled. OPR was counseled. OPR's headset was checked to ensure it was working properly. Monitoring has occurred and OPR is handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
12/4/12	62461	1337	Melissa	Melissa	Customer stated that there should be more female Speech to Speech OPRs in the morning, as the females are always busy when the customer wishes to place a call.	12/4/2012	Customer Service apologized and explained that the calls reach the next available OPR. At that time, the customer may request a different gender OPR, but there may not always be one available. Customer hung up.	Service Complaints - Speech to Speech Call Handling Problems
12/6/12	61843		Melissa	Melissa	Customer stated that OPRs were very argumentative and do not follow instructions.	12/6/2012	Customer Service apologized and stated the OPRs would be counseled. OPRs have been counseled. Monitoring has occurred and the OPRs are handling calls according to policy.	Service Complaints - Speech to Speech Call Handling Problems
12/10/12	62037	9141M	Melissa	Melissa	Customer stated that the OPR's voice sounded horrible.	12/10/2012	Customer Service apologized and stated that the OPR would be counseled. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy.	Service Complaints - Speech to Speech Call Handling Problems
12/10/12	62039		Melissa	Melissa	Customer stated that they were on a telephone call when someone attempted to reach them. Their party became worried because the phone line continued to ring, instead of reaching a busy signal.	12/10/2012	Customer Service advised the customer to contact their telephone provider to remove the call waiting feature from their phone. Customer Service explained by turning this feature off it would ensure the phone goes busy instead of ringing when they are already on the line. Customer understood.	External Complaints - Miscellaneous
12/14/12	62460	4083	Melissa	Melissa	Customer stated the OPR did not verify their information during the recording prompts.	12/14/2012	Customer Service apologized and stated that the OPR would be counseled. OPR was counseled. Monitoring has occurred and OPR is handling calls according to	Service Complaints - Speech to Speech Call Handling Problems

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12/14/12	62465		Melissa	Melissa	Customer stated they continue to reach the same OPR while placing a call through the relay.	12/14/2012	Customer Service apologized and explained that calls are answered by the next available OPR. Customer Service explained that they could request another OPR to process their call. Customer understood.	Service Complaints - Speech to Speech Call Handling Problems
12/20/12	62678	4040	Dave	Dave	Customer stated they were receiving text without spacing on their equipment.	12/20/2012	Customer Service forwarded the information to the technical department. The technical department discovered an issue at the relay. Issue has been resolved and customer was notified.	Technical Complaints - Miscellaneous
1/3/13	63425	1320	Jason	Jason	Customer stated that the OPR was not speaking loud enough to be heard and that the other party could not hear the OPR.	1/3/2013	Customer Service apologized and explained the OPR would be counseled. OPR's headset was checked, which was working correctly. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
1/4/13	63423	1266	Melissa	Melissa	Customer stated that the OPR's voice tone was horrible.	1/4/2013	Customer Service apologized and stated that the OPR would be monitored on voice clarity. Monitoring has occurred and OPR is handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
1/8/13	63598	1266	Melissa	Melissa	Customer stated OPR was not speaking clearly.	1/8/2013	Customer Service apologized and stated OPR would be counseled. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems

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1/11/13	64117		Melody	Melody	Customer stated OPRs have been experiencing technical difficulties for the past two days. Customer also stated that the company should do more publicity with 800 numbers because some are not familiar with relay.	1/11/2013	Customer Service offered to place test calls, which was refused. Customer Service explained that the relay continues to educate the public, but unfortunately there are still people who are unaware of the service and how it works. Customer Service thanked the customer for their feedback and stated that it would be forwarded to management. Customer was satisfied.	Technical Complaints - Miscellaneous
1/16/13	63960	9128	Tina	Tina	Customer stated that the OPR does not understand her voice and does not respond during a call.	1/16/2013	Customer Service apologized and stated OPR would be counseled. Customer Service explained that the customer may request a different OPR to process their call. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was satisfied.	Service Complaints - Speech to Speech Call Handling Problems
1/17/13	64047	9061	Melissa	Melissa	Customer requested the OPR to redial, but the OPR had already discarded the previous call information.	1/17/2013	Customer Service apologized and stated that the OPR would be counseled. OPR was counseled. Monitoring has occurred and the OPR is handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
1/17/13	64048		Melissa	Melissa	Customer stated that the profiles are too small and holds limited information.	1/17/2013	Customer Service apologized and explained that the profile is only for call directive information. Customer Service further explained that some details can not be maintained in the profile. Customer understood.	Service Complaints - Speech to Speech Call Handling Problems

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1/17/13	64051		Melissa	Melissa	Customer stated that Hamilton is doing an excellent job but feels the current trainees need more practice. Customer stated the OPRs are slower.	1/17/2013	Customer Service apologized and thanked the customer for their feedback. Customer Service stated that the information would be forwarded to management. Customer was satisfied. Information was forwarded to management and further monitoring of trainees continues. Refresher training has occurred with all OPRs. Monitoring has occurred and OPRs are handling calls according to policy. Customer was satisfied.	Service Complaints - Miscellaneous
1/17/13	64052		Melissa	Melissa	Customer stated that Hamilton is doing a excellent job but feels the current training class needs more practice with the veteran OPRs. Customer stated the OPRs are slower.	1/17/2013	Customer Service apologized for her experience and thanked the customer for their feedback. Customer Service stated that the information would be forwarded to management. Refresher training has occurred with all OPRs. Monitoring has occurred and OPRs are handling calls according to policy. Customer was satisfied.	Service Complaints - Miscellaneous
1/17/13	64053		Tina	Tina	Customer stated that the profiles need to be expanded to accommodate more information. Customer expressed concern over the amount of static that is on the line when she dials directory assistance.	1/17/2013	Customer Service stated the customer's request for an expansion to the profile would be forwarded to management. An expansion is not possible at this time. Customer Service requested call information in regards to the static issue. Customer refused to provide call information and disconnected.	Service Complaints - Speech to Speech Call Handling Problems
1/17/13	64056	9075	Melissa	Melissa	Customer stated that the OPR could not hear them clearly.	1/17/2013	Customer Service apologized and explained that the OPR would be counseled. OPR was counseled. OPRs headset was checked and discovered that it was working properly. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems

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1/17/13	64817	9061	Michelle	Michelle	Customer stated the OPR did not follow procedure.	1/17/2013	Customer Service apologized requested further information. Customer did not provide details. Customer Service stated the OPR would be counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was satisfied.	Service Complaints - Speech to Speech Call Handling Problems
1/18/13	64133	1302	Melissa	Melissa	Customer stated that the OPR dialed the incorrect number. Customer placed a call to the hospital and the OPR informed them the number was not in service. Customer requested the number be redialed, but the OPR did not respond for twenty minutes. Customer requested a Supervisor, who did not identify with their name. Customer hung up and dialed Customer Service directly.	1/18/2013	Customer Service apologized and forwarded information to the technical department. The technical department discovered that the OPR had dialed a second time and was communicating with the customer, until the customer disconnected. Supervisor was counseled to provide their name. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
1/18/13	65012	9013 & 9075	Tina	Tina	Customer stated the CAs did not follow proper procedure when processing a call.	1/18/2013	Customer Service apologized and stated the OPRs would be counseled. OPRs were counseled. Monitoring has occurred and OPRs are handling calls according to policy. Customer was satisfied.	Service Complaints - Speech to Speech Call Handling Problems
1/22/13	64298		Melissa	Melissa	Customer requested the relay center's address.	1/22/2013	Customer Service stated that they could not provide the information. Customer became irate and began making threats. Center Manger reported the threats to the authorities.	Service Complaints - Miscellaneous
2/7/13	65844	1264F	David	David	Customer stated that the OPR's voice sounds horrible.	2/7/2013	Customer Service apologized and stated that the OPR would be counseled. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy.	Service Complaints - Speech to Speech Call Handling Problems

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2/10/13	65607	1290 1224	Mandy	Mandy	Customer stated that it takes a long time to be transferred to Customer Service and when connected, the Customer Service representative will not answer in TTY and disconnect. Customer also stated that two different OPRs refused to get their Supervisor.	2/10/2013	Customer Service apologized and discovered that the workstation froze up at the time of the transfer to Customer Service. Customer Service notified the customer and explained that they were unable to communicate at the time of the issue. Customer Service stated the OPRs would be counseled. OPRs were counseled. Monitoring has occurred and OPRs are handling calls according to policy.	Service Complaints - Miscellaneous
2/15/13	66262	9075,13 20	Keith	Keith	Customer requested an update to their profile, but the OPR did not have the information ready for Customer Service. Customer stated information was provided to the previous OPR before transferred.	2/15/2013	Customer Service forwarded information to the technical department. Technical department discovered that the OPR had disconnected the first call where the dictation had occurred and dialed back into Speech to Speech. Customer Service explained that information is not saved after the call has disconnected, due to confidentiality. Customer Service further explained that the OPR was handling calls according to policy. Customer hung up.	Service Complaints - Speech to Speech Call Handling Problems
2/19/13	66073		Melissa	Melissa	Customer stated when placing calls early in the morning they encounter problems with OPRs beginning with 1's 2's and 9's. Customer expressed that the OPRs do not know how to process her calls correctly. Customer also said that the Supervisors are inconsistent.	2/19/2013	Customer Service apologized and explained that monitoring will occur more frequently to ensure calls are being handled occurring to policy. Monitoring has occurred and OPRs are handling calls according to policy. Continued refresher training has occurred for OPRs and Supervisors to ensure quality calls.	Service Complaints - Speech to Speech Call Handling Problems
2/20/13	66098	1337	Tina	Tina	Customer stated that the OPR hung up on them.	2/20/2013	Customer Service apologized and forwarded information to the technical department. The technical department discovered that the OPR did not disconnect the call. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems

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2/21/13	66137	4188	Melody	Melody	Customer stated the OPR did not follow their voice mail instructions.	2/21/2013	Customer Service apologized and stated that the OPR would be counseled on voice mail procedure. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
2/27/13	66551	1337, 1320 and Sups Whitney and Chuck	Tina	Tina	Customer stated that the OPRs are rude and do not follow instructions. Customer stated that the Supervisors refuse to hold for a female OPR to become available.	2/27/2013	Customer Service apologized and stated OPRs and Supervisors would be counseled. OPRs and Supervisors have been counseled. Monitoring has occurred and OPRs and Supervisors are handling calls according to policy of holding for three minutes.	Service Complaints - Speech to Speech Call Handling Problems
3/4/13	66939		Eric	Eric	Customer stated the OPR typed "message left" during her relay call, but the customer did not request to leave a message.	3/4/2013	Customer Service apologized and stated the OPR would be counseled. OPR has been counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was notified.	Service Complaints - OPR Accuracy/Spelling/Verbatim
3/9/13	67335	1192F 1220M	Jessica	Jessica	Customer stated one OPR did not provide their OPR number and another OPR did not respond after inquiring over and over are you there.	3/9/2013	Customer Service apologized and explained that both OPRs would be counseled. Both OPRs were counseled and will be monitored frequently. Information was forwarded to the technical department. The technical department discovered an issue with the audio, which has been resolved. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
3/13/13	67463	9035	Melissa	Melissa	Customer stated that the OPR mimicked them and had a bad attitude.	3/13/2013	Customer Service apologized and stated that the OPR would be counseled. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems

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3/13/13	67469	1337	Melissa	Melissa	Customer stated that the OPR has a vendetta against them and keeping their confidential information.	3/13/2013	Customer Service apologized and stated that the information would be forwarded to management. Investigation of this revealed that there was no information retained. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
3/16/13	67725	1266f	Eric	Eric	Customer stated that the OPR was not speaking clearly.	3/16/2013	Customer Service apologized and stated OPR would be counseled. OPR has been counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
3/25/13	68042	1266	Melissa	Melissa	Customer stated that they OPR does not understand her voice and the OPR does not speak clearly.	3/26/2013	Customer Service apologized and stated OPR would be counseled. OPR has been counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
3/25/13	68401	1266, 1337 & 3040	Michelle	Michelle	Customer stated the OPRs are not following her directions and they do not speak to her at the beginning of the call.	3/25/2013	Customer Service apologized and stated information would be forwarded to management. Customer hung up before providing other call information. Information was forwarded to management and OPRs continue to be monitored frequently.	Service Complaints - Speech to Speech Call Handling Problems
3/26/13	68183		Eric	Eric	Customer stated that OPRs are not willing to have the phone ring long enough, before disconnecting the call.	3/26/2013	Customer Service explained that the OPRs will not discontinue the rings unless instructed to do so. Customer Service also explained that the OPRs do not have control over the duration of time a phone will ring. Monitoring has occurred and OPRs are handling calls according to policy. The technical department reviewed calls to ensure that calls were not disconnected. Customer understood.	Service Complaints - Speech to Speech Call Handling Problems

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4/11/13	69252	4072	Melissa	Melissa	Customer stated the OPR dialed the wrong number because they reached an answering machine.	4/11/2013	Customer Service apologized and discovered that the call had been monitored at the time. The customer provided an incorrect number. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
4/12/13	70140		Michelle	Michelle	Customer stated that they continue to have issues with OPRs through the relay.	4/12/2013	Customer Service apologized and forwarded the information to management. Continued monitoring has occurred and OPRs are handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
4/14/13	69472		Melissa	Melissa	Customer stated that Customer Service had not updated their profile with the requested changes.	4/14/2013	Customer Service reminded the customer, that there have been several discussions with the customer to explain that the profile has exceeded the limitation of data allowed. Customer was advised that they would need to delete something to make changes. Customer disconnected.	Service Complaints - Speech to Speech Call Handling Problems
4/16/13	69492	1266	Melissa	Melissa	Customer stated that the OPR did not speak clearly.	4/16/2013	Customer Service apologized and stated the OPR would be counseled. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
4/17/13	69657		Ryan	Ryan	Customer stated that the Supervisor does not know the correct policy. Customer stated that they should be allowed to hold three minutes. Customer also complimented an OPR.	4/17/2013	Customer Service apologized and stated that the Supervisor would be counseled for not following policy. Supervisor was counseled on the proper procedure. Customer Service thanked the customer for the compliment and forwarded to management. Customer was satisfied.	Service Complaints - Speech to Speech Call Handling Problems
4/30/13	70954	1266	Melissa	Melissa	Customer stated that the OPR did not speak clearly.	4/30/2013	Customer Service apologized and stated the OPR would be counseled. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was notified.	Service Complaints-Poor Vocal Clarity/Enunciation

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5/2/13	71260	1290	David	David	Customer stated the OPR asked them to hold, but the OPR should have been typing.	5/2/2013	Customer Service apologized and explained that there was no information to type, as the terminating party had placed the OPR on hold. OPR continued to send the message stating "holding" to the customer. Monitoring has occurred and OPR is processing calls according to policy. Customer was notified.	Service Complaints - Miscellaneous
5/6/13	71414		Jody	Jody	Customer stated they dislike the OPRs.	5/6/2013	Customer Service attempted to gather additional information. Customer hung up.	Service Complaints - Speech to Speech Call Handling Problems
5/11/13	71734	1184	Mandy	Mandy	Customer stated that the OPR did not respond after inquiring several times if they were there.	5/11/2013	Customer Service apologized and explained that there was a technical issue with the workstation. Issue was resolved and customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
5/15/13	72102	1266	Jody	Jody	Customer stated that the OPR has a thick accent and could not be understood. Customer stated that the OPR did not understand what she is saying either.	5/15/2013	Customer Service apologized and stated that the OPR would be counseled. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems
5/17/13	72098	1337	Jody	Jody	Customer stated the OPR does not process their calls correctly and requested an alternate OPR. Customer stated the Supervisor would not allow them to hold for another OPR.	5/17/2013	Customer Service apologized and explained that the OPR is able to hold for three minutes, but that there was not another OPR available at that time. Customer Service also stated that the OPR would be counseled. OPR was counseled. Monitoring has occurred and OPR is handling calls according to policy. Customer was notified.	Service Complaints - Speech to Speech Call Handling Problems

MassRelay CapTel FCC Complaint Report 6/1/2012 to 5/31/2013

Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Completed	Rep. Initials
347673	8/5/2012 8:02 PM	CapTel	Service	N/A	Customer inquired on why there are so many typing errors and missed words on the CapTel 800.	CSR apologized for the customer's experience and explained that since the captionists use voice-recognition technology, sometimes the software sends out words that sound similar to the intended word. Explained that the CA will send out corrections as necessary. CSR noted that if the customer wishes to document the date, time and CA# of any future unsatisfactory calls this will allow us to take specific action with the CA captioning the call to offer additional coaching and monitoring for optimal performance.	8/8/2012 7:55 PM	Over 48 hours	ES
358115	9/22/2012 1:40 PM	CapTel	Billing	N/A	Customer reported receiving a very high rate on their phone bill.	Troubleshooting revealed that customer was registered incorrectly. CSR registered the customer correctly and took appropriate action.	9/22/2012 1:57 PM	Within 24 Hours	MB
366310	10/30/2012 11:49AM	Email	Service	N/A	Customer reported that he experiences errors in the captions on the CapTel 800.	CSR apologized for customer's experience and thanked her for her feedback. CSR also suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR sent a follow up letter of what to look for in regards to dropped characters in the words or wrong text.	10/31/2012 10:13AM	Within 24 Hours	ES
377771	12/21/2012 11:20AM	CapTel	Service	N/A	Customer stated that captions are periodically inaccurate.	CSR apologized for incidence and thanked customer for bringing their experience to our attention. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call.	12/26/2012 10:30AM	Over 48 hours	MP
401673	04/05/2013 12:54PM	CapTel	Service	N/A	Customer reported frequently seeing "Speaker Unclear" message during calls on their CapTel 800.	CSR explained to the customer that the reason they see Speaker Unclear during a captioned call and to let the other party know to speak clearly so that the captioning assistant can better caption the conversation.	04/05/2013 01:07PM	Within 24 Hours	ALo

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Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
14074	6/28/2013	9118 & Supervisor	Tina	Tina	*Customer stated the OPR and Supervisor did not keep them informed during their call.	7/2/2013	Customer Service apologized and explained that the OPR and Supervisor would be counseled and information would be forwarded to management. Information was forwarded to management and OPR and Supervisor were counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - OPR Didn't Keep User Informed
6844	6/30/2013		Oscar	Oscar	Customer stated they are unable to connect to their mother's VCO device.	6/30/2013	Customer Service placed several test calls to the VCO device and only received static then the line disconnected. Customer Service directed the customer to their telephone company for further assistance. Customer was satisfied.	External Complaints - Miscellaneous
77750	7/2/2013	4062F	Ellis	Ellis	Customer stated the OPR dialed the incorrect number.	7/2/2013	Customer Service apologized to the customer and stated the OPR would be counseled and monitored more frequently. Information was forwarded and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - OPR Misdialed Number
90544	7/3/2013	9113M	Dawn	Dawn	Customer stated the OPR did not follow the proper procedure. Customer declined to give name or phone number.	7/5/2013	Customer Service apologized and stated without specific call details Relay would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
93684	7/8/2013	9025F	Ellis	Ellis	Customer stated there was a long delay in being connected to the OPR.	7/8/2013	Customer Service apologized to the customer and stated that their concern would be forwarded to management. Information was forwarded and customer was satisfied. The Relay answered 85.1% within 10 seconds and had a 4.9 ASA for the day.	Technical Complaints - Busy Signal/Blockage

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823438	7/14/2013	4180	Kim	Kim	Customer stated the OPR disconnected them when they attempted to leave a message on an answering machine.	7/15/2013	Customer hung up before Customer Service could state the OPR would be counseled and monitored more frequently. Information was forwarded and OPR was counseled; monitoring has occurred.	Service Complaints - Improper Voice Mail/Record Prc
958384	7/17/2013		Ellis	Ellis	Customer stated there was a long delay in being connected to the OPR.	7/17/2013	Customer Service apologized to the customer and stated that their concern would be forwarded to management. Information was forwarded and customer was satisfied. The Relay answered 80.9% within 10 seconds and had a 10.1 ASA for the day.	Technical Complaints - Busy Signal/Blockage
201752	7/17/2013	1254F	Dawn	Dawn	*Customer stated that they could not hear the OPR on their call. Customer did not wish to give name.	7/17/2013	Customer hung up before Customer Service could apologize. The technical department discovered an issue with the OPR headset cord; OPR was provided a new cord which resolved this issue.	Technical Complaints - Miscellaneous
821616	7/22/2013		Tina	Tina	Customer stated that whenever they dial Relay they are not being connected to TTY.	7/22/2013	Customer Service discovered the profile was not set correctly for when the customer dialed 7-1-1. Customer Service resaved the profile and requested the customer to call back if this did not resolve the issue. There has been no further contact from the customer. Customer was satisfied.	Technical Complaints - Miscellaneous
346417	7/24/2013	1256 & Supervisor	Tina	Tina	*Customer stated their STS call was handled improperly. Customer stated that the OPR could not be heard.	7/24/2013	Customer hung up before Customer Service could apologize. The technical department discovered an issue with the OPR headset cord; OPR was provided a new cord which resolved this issue.	Technical Complaints - Tech Issues STS Problem

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430194	7/26/2013		Jessica	Jessica	Customer stated that they are unable to place a call through the Relay. Customer stated the OPR stated their line was showing up as a restricted line.	9/19/2013	Customer Service forwarded information to the technical department. The technical department discovered a restriction on the customer's number that is not allowing the call to be placed; this restriction is being set by their carrier. Customer Service referred the customer to their carrier to remove the restriction. Customer returned a call and stated their service provider is advising that they do not have a restriction on the number. Customer is requesting that Customer Service contact their service provider to resolve this issue. Customer Service worked with the provider to discover the restriction. The provider located an incorrect restriction code on the customer's account. The provider reset the customers account and followed up with the customer. Customer was notified.	External Complaints - Miscellaneous
447135	7/29/2013		Tina	Tina	Customer stated they attempted to place an emergency call through the relay, but could not connect to an OPR.	7/30/2013	Customer Service apologized and stated information would be forwarded to the technical department. The technical department discovered this customer waited in queue. The Relay answered 93.1% within 10 seconds and had a 3.5 ASA for the day.	Technical Complaints - Busy Signal/Blockage
777293	7/30/2013		Tina	Tina	Customer stated the typing from the OPR is not appearing correctly on their TTY machine.	7/31/2013	Customer Service apologized and forwarded information to the technical department. The technical department discovered an issue with the Relay workstation that was resolved. Customer was notified.	Technical Complaints - Miscellaneous
885239	8/3/2013		Jessica	Jessica	Customer stated they were unable to dial New York to New York using Massachusetts Relay on their Mobile device.	8/4/2013	Customer Service advised customer that Massachusetts Relay is unable to process the call and provided the customer with the number to the New York Relay Center. Customer was satisfied.	Technical Complaints - Tech Issues 7-1-1 Problem

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458278	8/8/2013		Ellis	Ellis	Caller stated they represent Fairpoint and one of their customers is unable to make a call through MA Relay.		Customer Service apologized and explained that Fairpoint was not a participating long distance company with Relay. Customer Service forwarded the information to the technical department. The technical department set a temporary work around profile for the customer. Customer was notified and satisfied. As of May 31st, 2014 Fairpoint is still not a participating provider in MA.	Technical Complaints - Carrier Choice not Available
977445	8/15/2013		Dawn	Dawn	*Customer stated there were connection issues with their call. Customer could hardly hear the CA or their party due to a noise in the background.	8/15/2013	Customer Service forwarded information to the technical department. The technical department performed several test call and no issues found with connecting to the Relay. Customer was notified.	Technical Complaints - Tech Issues STS Problem
427912	8/15/2013		Dawn	Dawn	Customer inquired why their calls were being sent to Customer Service from the Relay Supervisor.	8/16/2013	Customer Service explained the Relay and how to process a call. Customer hung up.	Service Complaints - Miscellaneous
483791	8/15/2013		Jessica	Jessica	Customer called to file a complaint because they are restricted from using the MASS Relay Service and are transferred to customer service every time they attempt to place a call using 7-1-1.	8/17/2013	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to management and customer was satisfied	Service Complaints - Miscellaneous

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782790	8/16/2013		Dawn	Dawn	*Customer stated their profile is not appearing at the Relay workstation and they are unable to dial a long distance call.	8/16/2013	Customer Service apologized and forwarded information to the technical department. The technical department re-entered the profile. Customer was satisfied.	Technical Complaints - Tech Issues STS Problem
798014	8/16/2013		Dawn	Dawn	*Customer stated their profile is not appearing at the Relay workstation and they are unable to dial a long distance call.	8/16/2013	Customer Service apologized and forwarded information to the technical department. The technical department re-entered the profile. Customer was satisfied.	Technical Complaints - Tech Issues STS Problem
720658	8/18/2013		Jessica	Jessica	*Customer stated they received a busy signal when dialing the MASS STS toll free number.	8/18/2013	Customer Service placed several calls to the MASS STS number and all calls connected correctly. Customer was notified.	Technical Complaints - Busy Signal/Blockage
323604	8/18/2013		Ryan	Ryan	*Customer stated their profile is not appearing at the Relay workstation and they are unable to dial a long distance call.	08/18/213	Customer Service apologized and forwarded information to the technical department. The technical department re-entered the profile. Customer was satisfied.	Technical Complaints - Tech Issues STS Problem
614386	8/21/2013		Dawn	Dawn	*Customer stated the Supervisor hung up on them.	8/21/2013	Customer Service apologized and forwarded information to the technical department. The technical department discovered that the Supervisor did not disconnect the user. Customer was notified.	Service Complaints - OPR Hung Up on Caller
121892	8/28/2013	1287	Dawn	Dawn	*Customer stated that they could not understand the OPR due to their accent.	8/28/2013	Customer Service apologized and stated information would be forwarded to management. Management verified OPR completed mandatory reading test and does not have a dominate accent. Customer was notified.	Service Complaints - Poor Vocal Clarity/Enunciation

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121897	8/28/2013		Dawn	Dawn	*Customer stated the OPR was changing their OPR ID number and not actually changing OPRs on the call.	8/28/2013	Customer Service assured the customer that if a new OPR number was given then it would be a completely different OPR. Customer hung up.	Service Complaints - Miscellaneous
248451	8/31/2013		Jessica	Jessica	*Customer stated when they request another OPR that the Supervisors advise them there is not one available.	8/31/2013	Customer Service explained that the Supervisor would only be able to provide another OPR if one is available. Customer Service suggested attempting their call at a later time and apologized for the inconvenience. Customer hung up.	Service Complaints - Miscellaneous
170002	9/2/2013	1284	Jessica	Jessica	*Customer complained that the OPR and Supervisor were uncooperative.	9/2/2013	Customer Service apologized and stated the OPR and Supervisor will be counseled and monitored more frequently. Information was forwarded to management and OPR and Supervisor were counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
894430	9/5/2013	1266, 1267, & 1287	Tina	Tina	*Customer stated that they could not understand the OPRs because of a heavy accent. Customer stated that all three of these OPRs are the same person.	9/5/2013	Customer Service apologized and explained that there would be a new OPR on the line when a new number is provided. Customer Service apologized and stated information would be forwarded to management. Management verified OPR completed mandatory reading test and does not have a dominate accent. Customer was notified.	Service Complaints - Poor Vocal Clarity/Enunciation
869925	9/5/2013	1048	Jessica	Jessica	*Customer stated the OPR intentionally dialed the incorrect number repeatedly.	9/5/2013	Customer Service apologized and stated the OPR will be counseled and monitored more frequently. Information was forwarded to management and OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - OPR Misdialed Number

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904812	9/5/2013	1287 1284	Jessica	Jessica	*Customer stated that they could not understand the OPR because of a heavy accent.	9/5/2013	Customer Service apologized and stated information would be forwarded to management. Management verified OPR completed mandatory reading test and does not have a dominate accent. Customer was notified.	Service Complaints - Poor Vocal Clarity/Enunciation
859685	9/11/2013	9048	Dawn	Dawn	*Customer stated the OPR was talking during the recording that was reached and they could not hear the information being given.	9/11/2013	Customer Service apologized and stated the OPR will be counseled and monitored more frequently. Information was forwarded to management and OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
859881	9/11/2013		Dawn	Dawn	*Customer stated the Supervisor would not process their call due to technical issues with the Relay workstation.	9/11/2013	Customer Service apologized and discovered a technical issue with the Relay workstation prevented their call from being processed. Customer Service explained that the technical issue with the workstation has been resolved and requested the customer attempt their call again. Customer hung up.	Service Complaints - Miscellaneous
859887	9/11/2013	9025	Dawn	Dawn	*Customer stated the OPR would not process their call due to technical issues with the Relay workstation.	9/11/2013	Customer Service apologized and discovered a technical issue with the Relay workstation prevented their call from being processed. Customer Service explained that the technical issue with the workstation has been resolved and requested the customer attempt their call again. Customer hung up.	Service Complaints - Miscellaneous
880451	9/11/2013		Dawn	Dawn	*Customer stated the Supervisor would not process their call due to technical issues with the Relay workstation.	9/11/2013	Customer Service apologized and discovered a technical issue with the Relay workstation prevented their call from being processed. Customer Service explained that the technical issue with the workstation has been resolved and requested the customer attempt their call again. Customer hung up.	Service Complaints - Miscellaneous

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880458	9/11/2013	1266 and 1287	Dawn	Dawn	*Customer stated that they could not understand the OPR because of a heavy accent.	9/11/2013	Customer Service apologized and stated information would be forwarded to management. Management verified OPR completed mandatory reading test and does not have a dominate accent. Customer was notified.	Service Complaints - Miscellaneous
814644	9/12/2013	1284	Tina	Tina	*Customer stated the OPR did not keep them informed during their call and would not announce their OPR number after being instructed to do so.	9/12/2013	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded and OPR was counseled; monitoring has occurred.	Service Complaints - OPR Didn't Keep User Informed
451561	9/12/2013	9141	Dawn	Dawn	*Customer stated the Operator hung up on them. Customer stated the OPR would not hold for them while they use the restroom.	9/26/2013	Customer Service apologized and stated information would forwarded to management. Information was forwarded to management. Management verified the OPR followed the proper procedure. Customer was satisfied.	Service Complaints - OPR Hung Up on Caller
612480	9/12/2013		Donte	Donte	*Customer stated the Supervisor does not know what they are doing. Customer refused to provide details.	9/13/2013	Customer Service forwarded information to technical department. The technical department was unable to locate any information due to the lack of call details. Customer was notified.	Service Complaints - Miscellaneous
641011	9/12/2013		Monika	Monika	*Customer stated the Supervisor refused to get them another OPR.	9/13/2013	Customer Service apologized and stated the Supervisor would be counseled and monitored more frequently. Information was forwarded and it was discovered there was no available OPR to take over the call. Customer hung up.	Service Complaints - Miscellaneous
818080	9/12/2013	1284	Jessica	Jessica	*Customer stated that the OPR and the Supervisor did not identify that they were on the call.	9/12/2013	Customer Service discovered the customer has profiled instructions for the OPR to "Not Identify". Customer Service explained that the OPR and Supervisor were only following the profiled instructions. Customer hung up.	Service Complaints - Miscellaneous

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355530	9/13/2013		Ellis	Ellis	Customer stated they are not connecting automatically to TTY when dialing 7-1-1 as their profile states.	9/13/2013	Customer Service apologized and forwarded information to the technical department. The technical department re-entered the profile. Customer was satisfied.	Technical Complaints - Tech Issues 7-1-1 Problem
20090238	9/13/2013	1284	Jessica R	Jessica R	*Customer stated the OPR did not follow directions to dial directory assistance and kept asking them to repeat.	9/14/2013	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded and the OPR was counseled; monitoring has occurred. Customer hung up.	Service Complaints - Miscellaneous
692863	9/16/2013	1191	Dawn	Dawn	*Customer stated the OPR did not dial the correct speed dial number.	9/26/2013	Customer Service apologized and stated without specific call details Relay would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Improper Use of Speed Dialing
875518	9/17/2013	1287	Tina	Tina	*Customer stated that they could not understand the OPR because of a heavy accent.	9/17/2013	Customer Service apologized and stated information would be forwarded to management. Management verified OPR completed mandatory reading test and does not have a dominate accent. Customer was notified.	Service Complaints - Poor Vocal Clarity/Enunciation
624254	9/19/2013		Tina	Tina	*Customer stated the Customer Service representative did not understand them.	9/19/2013	Customer Service apologized and discovered the customer was crying and yelling, without a STS OPR on the line, and was hard to understand. Customer Service attempted to explain this to the customer and the customer hung up.	Service Complaints - Miscellaneous

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757571	9/19/2013	1284 1266	Jessica	Jessica	*Customer stated that they could not understand the OPR due to a heavy accent.	9/19/2013	Customer Service apologized and stated information would be forwarded to management. Management verified OPR completed mandatory reading test and does not have a dominate accent. Customer was notified.	Service Complaints - Poor Vocal Clarity/Enunciation
875802	9/24/2013	1264 & 1284	Tina	Tina	*Customer stated that they could not understand the OPR because of a heavy accent.	9/24/2013	Customer Service apologized and stated information would be forwarded to management. Management verified OPR completed mandatory reading test and does not have a dominate accent. Customer was notified.	Service Complaints - Poor Vocal Clarity/Enunciation
875809	9/24/2013		Tina	Tina	*Customer stated that they could not understand the OPR because of a heavy accent.	9/24/2013	Customer Service apologized and stated without specific call details Relay would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Poor Vocal Clarity/Enunciation
888463	9/25/2013	1284 & 1266	Tina	Tina	*Customer stated that they could not understand the OPR because of a heavy accent.	9/25/2013	Customer Service apologized and stated information would be forwarded to management. Management verified OPR completed mandatory reading test and does not have a dominate accent. Customer was notified.	Service Complaints - Poor Vocal Clarity/Enunciation
186662	9/25/2013		Dawn	Dawn	*Customer stated Supervisor hung up on her.	9/26/2013	Customer Service apologized and stated the information would be forwarded to management. Customer hung up. Customer Service discovered the customer was being abusive and this was the reason for the disconnect.	Service Complaints - Miscellaneous
370580	9/26/2013	4173F	Ellis	Ellis	Customer stated the OPR did not follow instructions to retrieve voicemail.	9/26/2013	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded and the OPR was counseled; monitoring has occurred. Customer hung up.	Service Complaints - Improper Voice Mail/Record Prc

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383801	9/26/2013	3026F	Ellis	Ellis	Customer stated the OPR did not follow instructions to leave a message.	9/26/2013	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded and the OPR was counseled; monitoring has occurred. Customer hung up.	Service Complaints - Miscellaneous
436842	9/27/2013		Dawn	Dawn	*Customer stated a long hold time before the Relay OPR came on the line.	9/27/2013	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to management and customer was satisfied. Massachusetts Relay answered 88.3% of the calls within 10 seconds on this day.	Technical Complaints - Long Hold Time/Disconnect
436846	9/27/2013		Dawn	Dawn	*Customer stated a long hold time before the Relay OPR came on the line.	9/27/2013	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to management and customer was satisfied. Massachusetts Relay answered 88.3% of the calls within 10 seconds on this day.	Technical Complaints - Long Hold Time/Disconnect
446586	9/27/2013	1320	Dawn	Dawn	*Customer stated that they could not understand the OPR due to a heavy accent.	9/27/2013	Customer Service apologized and stated information would be forwarded to management. Management verified OPR completed mandatory reading test and does not have a dominate accent. Customer was notified.	Service Complaints - Poor Vocal Clarity/Enunciation
553930	9/27/2013		Dawn	Dawn	*Customer stated the Supervisor did not follow procedure.	9/27/2013	Customer Service apologized and stated the Supervisor would be counseled. Information was forwarded to management and Supervisor was counseled. Customer hung up	Service Complaints - Didn't Follow Policy/Procedure
677179	10/2/2013		Dawn	Dawn	*Customer stated they were unable to place an International Call using the Relay	10/4/2013	Customer Service apologized and stated information would be forwarded to the technical department. The technical department discovered that the calls were disconnected by the carrier or the called party. Customer was notified.	External Complaints - Miscellaneous

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339252	10/3/2013		Tina	Tina	*Customer stated they were unable to place an International Call using the Relay	10/4/2013	Customer Service apologized and stated information would be forwarded to the technical department. The technical department discovered that the calls were disconnected by the carrier or the called party. Customer was notified.	External Complaints - Miscellaneous
466462	10/3/2013	9048	Dawn	Dawn	*Customer stated when the OPR placed the call through the Relay the line was busy, but when they dialed direct it was not a busy line.	10/19/2013	Customer Service apologized and stated without specific call details Relay would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Technical Complaints - Busy Signal/Blockage
521891	10/3/2013	9063	Tina	Tina	*Customer stated the OPR did not follow policy/procedure.	10/3/2013	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
521898	10/3/2013	Dawn	Tina	Tina	*Customer stated that the Customer Service representative is not understanding them correctly and has updated their profile incorrectly.	10/3/2013	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to management and profile was corrected. Customer was satisfied.	Service Complaints - Miscellaneous
560763	10/3/2013	9063	Jessica	Jessica	*Customer stated that the OPR is not doing their job and does not follow their instructions to dial a number from their Speed Dial list.	10/3/2013	Customer Service apologized and stated without specific call details Relay would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Miscellaneous

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747874	10/3/2013		Jessica	Jessica	Customer states they are unable to place a call to the Mass Relay when dialing 7-1-1 from their Vermont cell phone.	10/3/2013	Customer Service discovered the customer was using an out of state mobile number. Customer Service explained about roaming and how it works through the relay. Customer Service provided the toll free number for Vermont Relay. Customer was satisfied.	Technical Complaints - Tech Issues 7-1-1 Problem
567310	10/4/2013	9004	Jessica	Jessica	*Customer stated the OPR hung up on them.	10/4/2013	Customer Service apologized and forwarded information to the technical department. The technical department discovered that the OPR did not release the call. Customer was notified.	Service Complaints - OPR Hung Up on Caller
698972	10/4/2013	1284	Jessica	Jessica	*Customer stated the OPRs continue to ask them to repeat what they were saying.	10/4/2013	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Miscellaneous
8003943	10/11/2013		Tina	Tina	*Customer stated that the Relay needs to hire more female STS OPRs, as the male OPRs do not hear well and they have to repeat.	10/11/2013	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Miscellaneous
8066428	10/11/2013		Tina	Tina	*Customer stated that they experienced a long hold time when dialing into the Relay and there is no answer.	10/11/2013	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to management and customer hung up. The Relay answered 93.1% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
336359	10/13/2013		Jessica	Jessica	*Customer stated they were unable to place a long distance call through the Relay as their profile was not available to the OPR.	10/13/2013	Customer Service apologized and forwarded information to the technical department. The technical department re-entered the profile. Customer was satisfied.	Technical Complaints - Miscellaneous

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200592	10/22/2013	9048	Jessica	Jessica	*Customer stated the OPR did not follow directions.	10/22/2013	Customer Service apologized to the customer and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
238319	10/28/2013		Monika	Monika	*Customer requested to be transferred to Supervisor and Customer Service to file a complaint. Customer was being abusive towards the OPR and Supervisor.	10/29/2013	Call was disconnected due to abuse.	Service Complaints - Miscellaneous
755883	10/28/2013	4173 and 4014	Monika	Monika	Customer stated the OPRs did not follow policy/procedure for a VCO connection.	11/4/2013	Customer Service apologized and forwarded information to the technical department. The technical department discovered that the OPRs did follow procedure for connecting to a non-profiled VCO user. Customer Service notified the customer and set up a profile with the Relay for an automatic VCO connection whenever they place a call through the Relay. Customer understood.	Service Complaints - Didn't Follow Policy/Procedure
851425	10/29/2013	9040	Dawn	Dawn	*Customer stated that OPRs are unable to hear them and then disconnect their call.	10/29/2013	Customer Service apologized and stated without specific call details Relay would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Poor Vocal Clarity/Enunciation
783116	10/31/2013		Tina	Tina	*Customer stated several complaints against all OPRs that work for the Relay.	10/31/2013	Customer Service apologized and stated the information would be forwarded to management. Information was forwarded to management. Customer was satisfied.	Service Complaints - Miscellaneous

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791684	10/31/2013	9048	Tina	Tina	*Customer stated the OPR hung up on them.	11/4/2013	Customer Service apologized and forwarded information to the technical department. The technical department discovered that the OPR did not disconnect the customer. Customer was notified.	Service Complaints - OPR Hung Up on Caller
723248	10/31/2013	9118	Tina	Tina	*Customer stated the OPR did not keep them informed during their call.	10/31/2013	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - OPR Didn't Keep User Informed
783752	10/31/2013		Tina	Tina	*Customer dislikes the Relay policy that they are unable to request a specific OPR not be allowed to process their call.	10/31/2013	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to management and customer understood.	Service Complaints - Miscellaneous
772440	11/1/2013		Tyna	Tyna	Customer stated displeasure with Relay policy and procedures for OPRs and Supervisors.	11/1/2013	Customer Service explained both the OPR and Supervisor role in processing their call. Customer Service stated information would be forwarded to management. Customer Service forwarded information to management and customer was satisfied.	Service Complaints - Miscellaneous
350395	11/1/2013	9075	Jessica	Jessica	* Customer requested the time difference between MASS and California and the OPR would not provide that information. Customer stated they held a long time for the Supervisor to come and assist with the call.	11/1/2013	Customer Service explained the requested information could not be provided by the OPR. Customer Service apologized for the delay they experienced with getting a Supervisor and this information would be forwarded to management. Customer Service forwarded information to management and customer was satisfied.	Service Complaints - Miscellaneous

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506391	11/4/2013		Tyna	Tyna	Customer stated the OPR did not follow procedure.	11/4/2013	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
793870	11/4/2013		Carey	Carey	*Customer filed a complaint against Customer Service department, but refused to provide any details in regards to the complaint.	11/4/2013	Customer Service apologized and explained the information would be forwarded management. Customer Service forwarded information to management and customer was satisfied.	Service Complaints - Miscellaneous
967960	11/4/2013		Jessica	Jessica	* Customer stated there are no OPRs available and they need to place an emergency call.	11/4/2013	Customer Service apologized and advised the customer to attempt their call again as the Relay has been busy and to be sure to dial directly when placing an emergency call. Customer Service stated information would be forwarded to management, the customer then disconnected the call. Customer did not provide call details so relay is unable to verify this wait time. The Relay answered 92.7% within 10 seconds.	Technical Complaints - Long Hold Time/Disconnect
461778	11/7/2013		Tyna	Tyna	*Customer requested the Relay hire more female OPRs.	11/7/2013	Customer Service thanked the customer for their recommendation and advised information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Miscellaneous
561432	11/8/2013	9048 & 9004	Tina	Tina	*Customer stated several issues with both OPRs and that neither one of them can seem to follow instructions.	11/8/2013	Customer Service apologized and stated the OPRs would be counseled and monitored more frequently. Information was forwarded to management and the OPRs were counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous

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106689	11/8/2013		Monika	Monika	Customer stated the OPR did not follow procedure. Customer stated that some of the OPRs are refusing to process Relay calls due to the content and nature of the call. Customer inquired if Hamilton provides Relay Service for the entire state of Massachusetts.	11/8/2013	Customer Service advised that Hamilton does provide Relay Service in the state of Massachusetts. The customer disconnected before any further information could be gathered or provided to the customer.	Service Complaints - Didn't Follow Policy/Procedure
237272	11/9/2013	9075	Carey	Carey	*Customer stated the OPR did not follow procedure. Customer stated that the OPR does not review the customer's profile when they are requesting a call to someone in their frequently dialed number list.	11/9/2013	Customer Service apologized and stated without specific call details Relay would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
8027102	11/11/2013	9025	Chuck	Chuck	*Customer stated that the OPR and Supervisor cannot hear well. Customer also requested the hours of the Customer Service Supervisor.	11/11/2013	Customer Service apologized and stated the information would be forwarded to management. Customer Service explained that the Customer Service Supervisor's hours could not be provided. Information was forwarded to management and the customer was satisfied. Customer Service shared that Hamilton Relay administers hearing tests as a part of its STS OPR hiring process.	Service Complaints - Miscellaneous

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353183	11/11/2013	9108	Tina	Tina	*Customer stated that the OPR would not hold while they went to the restroom.	2/12/2014	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to management. Management verified the OPR followed the proper procedure. Customer was satisfied.	Service Complaints - Miscellaneous
426443	11/11/2013		Dawn	Dawn	*Customer stated they are unable to dial directory assistance through the Relay. Customer is receiving an OPR generated recording stating the call cannot be completed as dialed.	11/11/2013	Customer Service explained why this recording would be received when attempting to dial directory assistance. Customer Service verified that the long distance carrier was listed correctly in their profile. Customer Service directed the customer to their long distance carrier for further assistance. Customer understood.	Technical Complaints - Tech Issues STS Problem
984222	11/12/2013	9025	Tina	Tina	*Customer stated that the OPR did not follow her instructions when dialing to Directory Assistance. Customer stated that she does not like the name of the Customer Care representative that answered phone as it is too close to the Supervisor's name.	11/12/2013	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Management was also made aware of the Customer Care representative's name. Customer was satisfied.	Service Complaints - Miscellaneous
132475	11/12/2013		Tyna	Tyna	Customer called and complained about the service and disconnected.	11/12/2013	Customer Service attempted to obtain information from VCO caller, but the caller disconnected before providing information.	Service Complaints - Miscellaneous
218391	11/13/2013		Chuck	Chuck	*Customer stated half of her profile was missing.	11/15/2013	Customer Service apologized and forwarded information to the technical department. The technical department reset the profile. Customer was notified.	Technical Complaints - Tech Issues STS Problem

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2011814	11/14/2013		Tyna	Tyna	Customer stated the Supervisor did not follow procedure by not providing their name when arriving to assist with the call.	11/15/2013	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to management and customer was satisfied. Supervisor did provide name when requested.	Service Complaints - Didn't Follow Policy/Procedure
998988	11/15/2013		Chuck	Chuck	*Customer stated that information is missing from their profile.	11/15/2013	Customer Service apologized and forwarded information to the technical department. The technical department reset the profile and the customer was notified.	Technical Complaints - Miscellaneous
426295	11/15/2013	9145	Jessica	Jessica	* Customer stated the OPR did not follow their instructions.	11/15/2013	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
426299	11/15/2013	Derek	Jessica	Jessica	* Customer stated the Supervisor did not follow procedure when asked to provide their name when arriving to assist with the call.	11/15/2013	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to management and customer was satisfied. Supervisor did provide name when requested.	Service Complaints - Didn't Follow Policy/Procedure
439253	11/15/2013		Jessica	Jessica	* Customer stated that the only OPRs available are the OPRs that they have filed complaints on.	11/15/2013	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Miscellaneous
450011	11/15/2013	9063	Jessica	Jessica	* Customer stated the OPR did not follow instructions to ask for a manager when a recording was reached.	11/15/2013	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous

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450019	11/15/2013		Jessica	Jessica	* Customer stated they experienced a long hold time when attempting to connect to the Relay.	11/15/2013	Customer Service apologized and stated information would be forwarded to management. The customer then disconnected the call. Customer did not provide call details so relay is unable to verify this wait time. The Relay answered 97.5% within 10 seconds on this day.	Technical Complaints - Long Hold Time/Disconnect
177291	11/17/2013		Brandon	Brandon	*Customer requested to speak to the Customer Service Supervisor and was upset that the supervisor was not available.	11/17/2013	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to management and Supervisor returned a call to the customer. Customer was satisfied.	Service Complaints - Miscellaneous
177297	11/17/2013		Brandon	Brandon	*Customer was upset that their was not another Customer Service representative available to take their calls. Customer also requested information that had been submitted during previous calls to Customer Service.	11/17/2013	Customer Service explained that they are unable to retrieve information from previous calls and apologized that at that time there was no other members of Customer Service to take the call. Customer understood. Customer Service procedure has changed to allow this type of information to be shared.	Service Complaints - Miscellaneous
190475	11/17/2013		Dawn	Dawn	*Customer inquired who the Customer Service Representative worked for and if they were working for the Federal Government.	11/17/2013	Customer Service stated they worked for Massachusetts Relay Service. Customer hung up.	Service Complaints - Miscellaneous

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190479	11/17/2013		Dawn	Dawn	*Customer stated they are unable to dial directory assistance through the Relay. Customer stated the line rings with no answer.	11/17/2013	Customer Service verified that the long distance carrier was listed correctly in their profile. Customer Service requested the customer attempt their call again. Customer understood.	Technical Complaints - Miscellaneous
190535	11/17/2013		Dawn	Dawn	*Customer became irate when they were asked for their telephone number and password in order to verify profile information with Customer Service.	11/17/2013	Customer hung up.	Service Complaints - Miscellaneous
190539	11/17/2013		Dawn	Dawn	*Customer became irate when they asked for the Customer Service Supervisor and they were not available. Customer began using abusive language directed at Customer Service.	11/17/2013	Customer Service disconnected the call due to abusive language.	Service Complaints - Miscellaneous
241602	11/18/2013		Jessica	Jessica	* Customer contacted customer service to report that their profile has been removed from the system and is unable to be accessed at the workstation.	11/25/2013	Customer Service apologized and forwarded information to the technical department. The technical department reset the profile; which resolved this issue. Customer was notified.	Technical Complaints - Miscellaneous

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257397	11/18/2013		Jessica	Jessica	* Customer stated they are unable to dial directory assistance through the Relay.	11/25/2013	Customer Service apologized and forwarded information to the technical department. The technical department reset the profile; which resolved this issue. Customer was notified.	Technical Complaints - Miscellaneous
415442	11/18/2013	4175	Tyna	Tyna	Customer stated the OPR did not handle the call properly and had several typing errors during the call.	11/18/2013	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied. The OPR's last typing test was 81 WPM with 97% accuracy.	Service Complaints - OPR Accuracy/Spelling/V erbatim
987987	11/20/2013		Dawn	Dawn	Customer was unable to dial 7-1-1.	11/20/2013	Customer Service discovered the customer needed to dial a 9 to reach an outside line. Customer Service explained why the customer was unable to dial out using their office PBX. Customer Service provided the toll free number to access the Relay. Customer Service directed the customer to their office Telephone Administrator for assistance with 7-1-1 translation. Customer was satisfied.	Technical Complaints - Tech Issues 7-1-1 Problem
803933	11/21/2013		Tyna	Tyna	Customer stated wanted to file a complaint on a Supervisor and OPR.	11/21/2013	Customer Service apologized and requested information to file the complaint. Garbling and loss of response from customer caused the call to be disconnected.	Service Complaints - Miscellaneous
868433	11/23/2013	4067f	Jessica	Jessica	Customer stated the OPR is poorly trained and does not know how to leave a message on an answering machine.	11/23/2013	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
609071	11/25/2013		Dawn	Dawn	*Customer stated they are unable to dial directory assistance through the Relay.	1/27/2014	Customer Service apologized and forwarded information to the technical department. The technical department reset the profile; which resolved this issue. Customer was notified.	Technical Complaints - Miscellaneous

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376484	11/29/2013	9038f	Jessica	Jessica	* Customer stated the OPR hung up on them. Customer also stated that the OPR will not revoice unless the customer requests them to after each sentence.	11/29/2013	Customer Service apologized and stated without specific call details Relay would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - OPR Hung Up on Caller
643037	12/2/2013	1284F	Dawn	Dawn	*Customer stated the OPR had a very thick accent and should not be working as a STS OPR.	12/2/2013	Customer Service apologized and stated information would be forwarded to management. Management verified OPR completed mandatory reading test and does not have a dominate accent. Customer was notified.	Service Complaints - Miscellaneous
558969	12/4/2013	9040	Dawn	Dawn	*Customer stated OPR hung up on them. Customer stated by hanging up the OPR lost all of their notes from the previous call.	12/4/2013	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management. Management discovered the OPR followed the proper holding procedure on the call; as the customer requested for them to hold. Customer was notified.	Service Complaints - OPR Hung Up on Caller
598662	12/4/2013	Jack	Dawn	Dawn	*Customer stated the Relay Supervisor is lousy and did not stay on line when the call was connected to Customer Service.	12/4/2013	Customer Service apologized and stated the information would be forwarded to management. Management discovered that the Supervisor was unable to stay on the call with Customer Service as was performing other required duties. Customer was notified.	Service Complaints - Miscellaneous
598076	12/5/2013	9141	Dawn	Dawn	*Customer stated their information was lost when they were disconnected from the CA. Customer stated the Supervisor stated there was technical difficulty with the workstation.	12/5/2013	Customer Service apologized and stated the information would be forwarded to management. Management confirmed a technical issue on the call that has been resolved by the technical department. Customer was notified.	Technical Complaints - Tech Issues STS Problem

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839063	12/7/2013		Jessica	Jessica	* Customer stated that all OPRs are being verbally abusive.	12/7/2013	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to management; upon research, it was discovered the OPRs are not being verbally abusive. Customer was satisfied.	Service Complaints - Miscellaneous
766546	12/10/2013		Robyn	Robyn	* Customer stated more female OPRs need to be available for STS as the male OPRs do not do a good job.	12/10/2013	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to management. Customer was satisfied.	Service Complaints - Miscellaneous
846814	12/10/2013		Dawn	Dawn	Customer stated could not place or receive a call through the Relay.	1/23/2014	Customer Service placed test calls through the Relay; which were successful. Customer Service requested the customer place a test call through the Relay. Customer placed a test call through the Relay; which was successful. Customer was satisfied.	Technical Complaints - Tech Issues 7-1-1 Problem
388546	12/15/2013	4148f	Jessica	Jessica	* Customer stated they received poor service and the OPR needs additional training. Customer refused to provide additional details.	12/15/2013	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
538788	12/17/2013	9128	Tyna	Tyna	* Customer stated the OPR dialed the incorrect number. Customer refused to provide call details.	12/17/2013	Customer Service apologized and stated without specific call details Relay would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - OPR Misdialed Number
559664	12/17/2013		Tyna	Tyna	* Customer stated their profile was not appearing at the workstation.	12/26/2013	Customer Service apologized and forwarded information to the technical department. The technical department reset the profile. Customer was notified.	Technical Complaints - Tech Issues STS Problem

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970277	12/17/2013		Dawn	Dawn	*Customer stated she was told by Supervisor that Hamilton was having difficulties and customer wanted us to know that.	12/17/2013	Customer Service thanked customer and stated the information would be forwarded to the technical department. Technical department discovered an internet issue with Relay center. Issue was resolved promptly and customer was notified.	Service Complaints - Miscellaneous
565820	12/18/2013		Tyna	Tyna	* Customer stated that there are not enough female OPR's available to handle her call. Customer prefers a female OPR over a male OPR.	12/18/2013	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to management. Customer was satisfied.	Service Complaints - Miscellaneous
635187	12/18/2013		Dawn	Dawn	*Customer stated OPR wouldn't do what they asked and acted like they didn't want to do their job. Customer refused to provide call details.	12/18/2013	Customer Service apologized and stated without specific call details Relay would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Miscellaneous
708061	12/18/2013	9118M	Dawn	Dawn	*Customer stated OPR was horrible, arrogant and when they requested the OPR to repeat the OPR stated they already told them.	12/18/2013	Customer Service apologized and stated the information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Miscellaneous

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708399	12/18/2013	9040m	Jessica	Jessica	* Customer stated the OPR refused to transfer the call to Customer Service and transferred to the supervisor instead. They also stated the OPR refused to read the customer's profile for call handling instructions.	12/18/2013	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management. Customer was satisfied. Management discovered that a Supervisor came to the line to assist with the call transfer to Customer Service and the customer disconnected before Customer Service was reached.	Service Complaints - Miscellaneous
911906	12/18/2013		Carey	Carey	*Customer stated the OPR provided the incorrect information when calling Directory Assistance. Customer refused to provide call details.	12/18/2013	Customer Service apologized and stated without specific call details Relay would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - OPR Gave Wrong Information
925642	12/18/2013	1284	Carey	Carey	*Customer stated that the OPR doesn't understand English and has a heavy accent.	12/18/2013	Customer Service apologized and stated information would be forwarded to management. Management verified OPR completed mandatory reading test and does not have a dominate accent. Customer was notified.	Service Complaints - Miscellaneous
922852	12/18/2013		Jessica	Jessica	* Customer stated that there are not enough female OPR's available to handle her call. Customer prefers a female OPR over a male OPR.	12/18/2013	Customer Service apologized and verified the customer's profile stated female OPR preference. Information was forwarded to management. Customer was satisfied.	Service Complaints - Miscellaneous

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5065285	12/18/2013		Jessica	Jessica	* Customer stated that there are not enough female OPR's available to handle her call. Customer prefers a female OPR over a male OPR.	12/18/2013	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to management. Customer was satisfied.	Service Complaints - Miscellaneous
695325	12/19/2013	1266f	Jessica	Jessica	*Customer stated the OPR had a very thick accent and should not be working as a STS OPR.	12/19/2013	Customer Service apologized and stated information would be forwarded to management. Management verified OPR completed mandatory reading test and does not have a dominate accent. Customer was notified.	Service Complaints - Poor Vocal Clarity/Enunciation
426300	12/20/2013		Dawn	Dawn	Customer has been receiving harassing telephone calls through the Relay.	12/20/2013	Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.	Service Complaints - Suspicious/Harassment Call
778418	12/23/2013	9118	Tina	Tina	* Customer stated the OPR did not follow procedure and did not ask the customer's question a second time when all the information was not provided.	12/23/2013	Customer Service apologized and explained that the OPR did ask the question, but the person they called did not provide the information. Customer stated that the OPR should request again. Customer Service stated information would be forwarded to management. Management discovered the OPR followed the proper procedure and customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
852574	12/23/2013	9076	Tina	Tina	* Customer stated the OPR did not follow the instructions.	12/30/2013	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous

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702881	12/29/2013	9128	Tyna	Tyna	Customer stated the OPR provided the incorrect information. Customer refused to provide call details.	12/29/2013	Customer Service apologized and stated without specific call details Relay would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - OPR Gave Wrong Information
766457	12/29/2013		Tyna	Tyna	Customer stated they are unable to dial into the Relay.	12/29/2013	Customer Service apologized and stated without specific call details Relay would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Technical Complaints - Miscellaneous
921484	12/30/2013		Dawn	Dawn	*Customer requested an update to their profile, but the note being added could not be set up in the profile.	12/30/2013	Customer Service verified the customer, but explained that a note referring to something specific that the OPR said could not be added the profile. Customer hung up.	Service Complaints - Miscellaneous
683256	1/10/2014		Carey	Carey	Customer stated they were not able to connect to 7-1-1 from their office.	3/26/2014	Customer Service provided the toll free number to access MASS Relay. Customer Service has left a message for the office telephone administrator in regards to translating 7-1-1 in the office. No further contact from the office telephone administrator.	Technical Complaints - Tech Issues 7-1-1 Problem
728881	1/13/2014		Dawn	Dawn	*Customer called Customer Service and was only screaming.	1/13/2014	Customer hung up.	Service Complaints - Miscellaneous
725407	1/13/2014	9108f	Jessica	Jessica	*Customer called to file a complaint stating that the OPR does not understand English and has a heavy accent.	1/13/2014	Customer Service apologized and stated information would be forwarded to management. Management verified OPR completed mandatory reading test and does not have a dominate accent. Customer was notified.	Service Complaints - Miscellaneous

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131741	1/17/2014		Jessica	Jessica	* Customer stated that none of the OPRs or Supervisors know the toll free number to access the STS Relay.	1/17/2014	Customer Service apologized and stated information would be forwarded to management for retraining of the Relay staff. Information was forwarded and retraining has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
543414	1/20/2014		Dawn	Dawn	Customer stated the Relay trainees need more assistance with clearing garble when it occurs during a call.	1/20/2014	Customer Service apologized and stated the information would be forwarded to management so retraining could be provided to the new Relay trainees. Information was forwarded and retraining has occurred and customer was satisfied.	Service Complaints - Miscellaneous
150391	1/22/2014	9014	Dawn	Dawn	*Customer stated CA informed them the Relay was broken and that is the second time this week.	1/23/2014	Customer Service assured the customer that the Relay was not broken and calls were processing as normal. Customer Service stated information would be forwarded to management to counsel the CA. Information was forwarded and they discovered that the CA did not state that information to the customer. Customer was satisfied.	Technical Complaints - Miscellaneous
210990	1/22/2014		Dawn	Dawn	Customer stated the OPR informed the person calling them that they were unavailable after only 2 rings. Customer did not have the OPR number.	1/22/2014	Customer Service apologized for the inconvenience and stated that without the OPR number or call detail information the Relay would be unable to counsel the specific OPR. Customer Service stated information would be forwarded to management. Information was forwarded and customer was satisfied.	Service Complaints - Miscellaneous
819313	1/23/2014		Tyna	Tyna	*Customer requested to speak to manager.	1/23/2014	Customer Service advised manager was not available and offered a callback. Customer Service Manager attempted to return a call but there has been no answer.	Service Complaints - Miscellaneous

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828488	1/30/2014		Tyna	Tyna	Customer stated OPRs were not retrieving messages from their voicemail correctly. Customer did not have specific OPR number.	1/30/2014	Customer Service apologized for the inconvenience and stated that without the OPR number or call detail information the Relay would be unable to counsel the specific OPR. Customer Service stated information would be forwarded to management. Information was forwarded and customer was satisfied.	Service Complaints - Improper Voice Mail/Record Prc
194991	2/1/2014		Jessica	Jessica	Customer stated they have experienced a hold of ten minutes or more.	2/1/2014	Customer Service apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Customer did not provide call details so relay is unable to verify this wait time. The Relay answered 90% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
40006271	2/4/2014	4164	Carey	Carey	Customer stated the OPR did not follow policy/procedure.	2/4/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
40006278	2/4/2014	4027	Carey	Carey	Customer stated the OPR did not follow policy/procedure.	2/4/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
741569	2/5/2014		Kim	Tyna	Customer stated they were unable to connect through the Relay to a VCO customer.	2/6/2014	Customer Service apologized and stated a Customer Service Specialist would be in contact with them in regards to this issue. Customer Service Specialist has left several messages in an attempt to gather call detail information. There has been no further contact from the customer.	Technical Complaints - Tech Issues VCO/2LVCO Problem

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510902	2/7/2014		Jessica	Jessica	Customer stated they are experiencing long hold time of 25 minutes.	2/7/2014	Customer Service apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Customer did not provide call details so relay is unable to verify this wait time. The Relay answered 95.7% within 10 seconds for the day	Technical Complaints - Long Hold Time/Disconnect
859869	2/12/2014		Tyna	Tyna	Customer was not connecting to STS when dialing into the Mass Relay Service.	2/12/2014	Customer Service discovered the customer did not have a profile set up for STS. Customer Service verified the customer and forwarded information to the technical department. Profile was updated to connect to STS. Customer was satisfied.	Technical Complaints - Tech Issues STS Problem
650784	2/18/2014		Tina	Tina	*Customer stated a long delay in connecting to the Relay OPR.	2/18/2013	Customer Service apologized and stated the information would be forwarded to management. Customer did not provide call details so relay is unable to verify this wait time. The Relay answered 97.8% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
101923	2/19/2014	4048f	Jessica	Jessica	Customer stated OPR does not follow instructions provided for how to handle calls and the customer has to repeat information several times to the OPR. Customer states they have experienced this issue with this OPR on several occasions.	2/19/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous

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423083	3/9/2014	4079	Dawn	Dawn	Customer stated OPR did not follow instructions. OPR was instructed not to type the voicemail message, just the (BEEP) GA OPR typed the message and ignored the customer when they tried to stop the OPR from typing.	3/9/2014	Customer Service apologized and stated the OPR will be counseled and monitored more frequently. Information was forwarded to management and OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
7036286	3/14/2014		Tyna	Tyna	*Customer inquired on long distance provider set up in their profile. Customer stated this information is not appearing at the Relay workstation.	3/14/2014	Customer Service verified customer and reviewed profile which did show a long distance provider.	Technical Complaints - Miscellaneous
636135	3/17/2014		Tyna	Tyna	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	3/25/2014	Customer Service apologized to the customer and stated information would be forwarded to management. Customer hung up. The Relay answered 96.9% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
411095	3/18/2014	4027	Dawn	Dawn	Customer inquired why OPR requested long distance carrier. Customer stated number dialed was local.	3/21/2014	Customer Service attempted to gather call detail information from the customer so could be forwarded to the technical department. There has been no further contact from the customer.	Service Complaints - Miscellaneous
253185	3/22/2014	9108	Tyna	Tyna	*Customer stated they did not like the OPR's tone of voice.	3/22/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous

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9049826	3/29/2014	4140	Dawn	Dawn	Customer stated OPR did not leave entire message from the customer on the voicemail.	3/29/2014	Customer Service apologized and stated the OPR will be counseled and monitored more frequently. Information was forwarded to management and OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Improper Voice Mail/Record Prc
900281	3/31/2014	9004	Tyna	Tyna	*Customer called to file a complaint but wanted the Customer Service Supervisor. Customer Service Supervisor returned a call to the customer. Customer stated the OPR did not follow instructions in their profile and was very rude on the call.	3/31/2014	Customer Service advised that the Customer Service Supervisor was not available and offered to take complaint. Customer refused and demanded the Customer Service Supervisor return their call. Customer Service Supervisor returned a call to the customer. Customer Service apologized to the customer and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
822764	4/7/2014	9108	Dawn	Dawn	*Customer stated OPR did not say hello, won't listen and won't read profile. Customer stated we are paying the OPR and they are not doing their job.	4/7/2014	Customer Service attempted to explain that due to FCC rules the OPR must identify to the person placing the call, but customer hung up.	Service Complaints - Miscellaneous
858001	4/7/2014	9086	Tyna	Tyna	*Customer states the information requested is not appearing in the profile to the OPR.	4/7/2014	Customer Service explained that the information the customer is requesting to be added to profile is against FCC guidelines as the OPR must identify to the person placing the call. Customer disagrees with this rule and hung up.	Technical Complaints - Miscellaneous

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865422	4/7/2014	9108	Dawn	Dawn	*Customer stated OPR was rude, sloppy, does not do their job.	4/7/2014	Customer Service apologized and stated the OPR will be counseled and monitored more frequently. Information was forwarded to management and OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
949729	4/7/2014		Dawn	Dawn	*Customer stated OPRS do not listen. They should listen to every word and instruction.	4/7/2014	Customer Service apologized and stated without a specific OPR number the Relay would be unable to counsel the OPR, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Miscellaneous
970766	4/7/2014		Tyna	Tyna	*Customer demanded the Customer Care Supervisor's work schedule; days and hours.	4/7/2014	Customer Service stated we are unable to provide any scheduling information for any employee, but their concern would be forwarded to management. Information was forwarded to management and customer hung up.	Service Complaints - Miscellaneous
599823	4/9/2014	9239	Tina	Tina	* Customer stated the OPR did not follow policy/procedure. Customer stated the OPR did not identify themselves at all.	4/10/2014	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to the technical department in an attempt to discover the OPR number. The technical department discovered the OPR number and that the OPR called for a Supervisor. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
612275	4/9/2014	9239	Tina	Tina	*Customer stated the OPR did not follow their instructions to call for a Supervisor.	4/10/2014	Customer Service apologized and stated information would be forwarded to management. Information was forwarded for the technical department which discovered the OPR did call for a Supervisor, but it was after the caller hung up. Information was forwarded to management and OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous

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7093493	4/10/2014	3062	Tina	Tina	*Customer stated the OPR hung up on them. Customer stated the OPR identified and then just hung up.	4/10/2014	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to the technical department which discovered the OPR did not disconnect the call. Customer was notified.	Service Complaints - OPR Hung Up on Caller
117161	4/10/2014	9041	Tina	Tina	*Customer stated they wanted to file a complaint against the OPR, but hung up before providing any information.	4/10/2014	Customer Service apologized and stated without specific call details Relay would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Miscellaneous
186344	4/10/2014	9141	Tina	Tina	*Customer stated the OPR is not following their instructions. OPR would not dial number provided, but rather requested for the Relay Supervisor. Customer refused to provide call details.	4/10/2014	Customer Service apologized and stated without specific call details Relay would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Miscellaneous
310780	4/10/2014		Dawn	Dawn	*Customer stated she would like to make a complaint. Customer hung up before providing call detail information.	4/10/2014	Customer Service apologized and stated without specific call details Relay would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer hung up.	Service Complaints - Miscellaneous

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383743	4/10/2014	supervisor	Dawn	Dawn	*Customer stated someone from Relay called them a bad name and the customer reported this to the Relay Supervisor, but the Relay Supervisor stated they were lying.	4/10/2014	Customer Service apologized and stated without specific call details Relay would be unable to forward information to the technical department, but information would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Miscellaneous
400616	4/10/2014	9008	Dawn	Dawn	*Customer stated the OPR would not repeat what the customer requested. Customer stated the OPR botches up every call they handle for the customer.	4/10/2014	Customer Service apologized and stated the OPR will be counseled and monitored more frequently. Information was forwarded to management and OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
759599	4/26/2014	9117	Carey	Carey	Customer stated the OPR hung up on them.	4/26/2014	Customer Service apologized and discovered an issue with a connection in their profile. Customer Service verified the profile information and updated the account to reflect the correct connect mode. Customer was satisfied.	Service Complaints - OPR Hung Up on Caller
860652	5/9/2014		Tyna	Tyna	Customer stated receiving a message when attempting to call a customer through the Relay Service that states they are not accepting calls at this time.	5/9/2014	Customer Service advised customer generated message would not be a Relay message. Customer Service directed the customer to their telephone service provider for further assistance. Customer understood.	External Complaints - Miscellaneous

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542232	5/15/2014		Carey	Carey	Customer stated that there was a technical issue with MASS Relay, because the number they are attempting to dial reaches a busy signal.	5/15/2014	Customer Service requested the number that the customer is attempting to dial and placed a test call to this number; which reached a busy signal. Customer Service confirmed that the line was busy and requested the customer attempt their call later. Customer understood.	Technical Complaints - Tech Issues STS Problem
303001	5/22/2014		Dawn	Dawn	*Customer stated unable to reach STS Relay for over 10 minutes.	5/22/2014	Customer Service apologized and stated that information would be forwarded to management. Customer Service suggested the customer attempt their call again. Customer was satisfied. The Relay answered 98.6% within 10 seconds.	Service Complaints - Long Hold/Disconnect
453582	5/26/2014	5177	Tyna	Tyna	Customer stated the OPR hung up on them when requesting for a supervisor. Customer stated the OPR did not follow their profiled information and this has been an ongoing problem with this OPR.	5/26/2014	Customer Service apologized and verified the the customer profile was set correctly. Customer Service forwarded information to the technical department. The technical department discovered that the OPR did not disconnect the call. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was notified.	Service Complaints - OPR Hung Up on Caller

The complaints listed above are resolved with the exception of one equal access complaint in which the carrier involved is still working to become a carrier through relay.

*Of the 180 total complaints in Massachusetts, 130 of them were expressed from a STS relay user who has had difficulty with our STS procedures and processes. Customer Service personnel and Hamilton Relay Management have spoken with this user on several occasions to assist, but this customer still does not fully understand telecommunications relay service. Customer Service will continue to work with this relay user.

Hamilton MassRelay CapTel FCC Complaint Report 6/1/2013 to 5/31/2014

Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Completed	Rep. Initials
492417	03/20/2014 04:15PM	Phone	Service	N/A	Customer's daughter reported that there was a captioning error on a recent call.	CSR apologized for the experience and thanked customer's daughter for the feedback. Customer's daughter was unable to share specific call detail with CSR. CSR asked the customer to document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR followed up with customer on 3/26 to see if customer had any specific call detail where the captions were inaccurate, and customer did not. CSR offered further assistance at the customer's request.	03/26/2014 02:28PM	Over 48 hours	CP

Hamilton MassRelay FCC Complaint Report 6/1/2014 to 5/31/2015

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
408003	6/14/2014	9025	Brandon	Brandon	*Customer stated their STS call was handled improperly. customer was hung up on during OPR switching.	6/14/2014	Customer Service apologized and forwarded information to the technical department. The technical department discovered that the OPR did not disconnect the caller. Information was forwarded to management and customer was notified.	Service Complaints - STS call Handling Problems
408007	6/14/2014	9004	Brandon	Brandon	*Customer stated their STS call was handled improperly. OPR did not follow customer's instructions.	6/14/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
563352	6/16/2014	9040	Tyna	Tyna	*Customer requested to speak with Customer Care Supervisor. Customer stated that the OPR always calls for a Supervisor and never processes their call correctly.	6/16/2014	Customer Service transferred customer to Customer Care Supervisor. Customer Service Supervisor apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
563359	6/16/2014		Tyna	Tyna	*Customer requested to speak to Customer Care Supervisor. Customer stated that the Supervisor did not follow their instructions.	6/16/2014	Customer Service transferred customer to Supervisor. Customer Service Supervisor apologized and stated the Supervisor would be counseled and monitored more frequently. Information was forwarded to management and the Supervisor was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
573747	6/16/2014	4173	Tyna	Tyna	Customer stated the OPR did not follow policy/procedure.	6/16/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure

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749212	6/23/2014		Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that none of the OPRs listen.	6/23/2014	Customer Service apologized and stated the OPRs would be counseled and monitored more frequently. Information was forwarded to management and the OPRs were counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
613727	6/28/2014	9156	Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that OPR does not have proper call etiquette and does not follow their instructions.	6/28/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
4086939	7/3/2014		Tyna	Tyna	*Customer states there are not enough female OPRs available and the male OPRs are horrible.	7/3/2014	Customer Service explained attempts are made to provide female OPRs when available and would forward the customer's concerns to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Miscellaneous
523684	7/7/2014		Carey	Carey	Customer stated the OPR provided the incorrect information. Customer stated that someone attempted to call them through Relay and the OPR stated that the phone number did not exist.	7/24/2014	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - OPR Gave Wrong Information
324964	7/12/2014		Dawn	Dawn	*Customer stated CA attempted to dial 411 and was unable to get through.	7/12/2014	Customer Service discovered the CA was dialing the correct number for Directory Assistance. Customer Service referred customer to their telephone service provider. Customer disconnected.	External Complaints - Miscellaneous

Hamilton MassRelay FCC Complaint Report 6/1/2014 to 5/31/2015

221517	7/16/2014	9108	Tyna	Tyna	*Customer stated their STS call was handled improperly. The OPR argued with customer stating they did not provide information for the call in which the customer claims they did.	7/16/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
660009	7/17/2014	9096	Tyna	Tyna	*Customer stated their STS call was handled improperly as CA did not dial the number or follow instructions.	7/17/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
5017064	7/19/2014		Carey	Carey	* Customer requested to leave a message for management. Customer wished to file a complaint against Directory Assistance in the Philippines. Customer stated that they never provide the correct telephone number.	7/19/2014	Customer Service attempted to suggest that the customer file that complaint directly with Directory Assistance; however the customer stated that Customer Service better forward that to management. Customer then disconnected.	External Complaints - Miscellaneous

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393065	7/24/2014	9136	Ryan	Ryan	*Customer stated their STS call was handled improperly. Customer stated the OPR was not listening during the call.	7/25/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
429194	7/24/2014	9156	Ryan	Ryan	*Customer stated their STS call was handled improperly. Customer stated the OPR could not hear and asked the customer to repeat too many times.	7/25/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer requested to be transferred to the Customer Service Supervisor. Customer left a message for the Customer Care Supervisor, but did not want a return call.	Service Complaints - STS call Handling Problems
441215	7/24/2014	9023	Ryan	Ryan	*Customer stated their STS call was handled improperly. Customer stated the OPR could not hear and asked the customer to repeat too many times.	7/25/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
245328	7/27/2014		Tyna	Tyna	* Customer demanded a female OPR and has been waiting 10 minutes. Customer believes a female OPR should be available at all times and wanted to file a complaint.	7/27/2014	Customer Service apologized and stated the attempts are made to provide a female OPR however if there are not available at that time they would receive the next OPR available. Explained calls are handled by the next available OPR as they come into the Relay. Customer disconnected. Management did not discover any call for this day where a customer held for 10 minutes for an OPR.	Service Complaints - STS call Handling Problems

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3076513	7/30/2014		Dawn	Dawn	Customer stated when she dials 7-1-1 someone hangs up then they receive the OPR requesting the number to dial. Customer believes they have some sort of party line as a telephone line.	7/30/2014	Customer Service referred the customer to their telephone service provider for further information in regards to the type of telephone line they have in the home. Customer was satisfied.	Technical Complaints - Tech Issues 7-1-1 Problem
783014	8/4/2014		Carey	Carey	Customer stated that they are attempting to place a call to a business through Relay and the business keeps disconnecting their call.	8/4/2014	Customer Service suggested that the customer give the OPR a customized greeting when calling the business to request that they do not disconnect the call and request that the OPR explain the Relay. Customer disconnected before any further information can be obtained.	External Complaints - Miscellaneous
116458	8/7/2014	9063	Tyna	Tyna	*Customer stated their STS call was handled improperly. The OPR is not reading their speed dials and got mad at the customer and requested a Supervisor who yelled at the customer.	8/7/2014	Customer Service apologized and stated the OPR and Supervisor would be counseled. Information was forwarded to management and the OPR and Supervisor were counseled. Customer was satisfied.	Service Complaints - STS call Handling Problems
747592	8/12/2014		Carey	Carey	Customer stated that they have been unable to place a call to 7-1-1 since yesterday when Verizon made some adjustments to the telephone lines in the customer's apartment building.	8/12/2014	Customer Service referred the customer to Verizon Customer Service as it seems that there is an issue with the telephone line in their apartment. Customer understood.	External Complaints - Miscellaneous

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950932	8/15/2014		Tina	Tina	Customer stated there were long delays when they are attempting to connect to Relay. Customer stated that it seems like the automatic VCO is not working.	9/3/2015	Customer Service apologized and explained what could cause a delay in connection. The technical department verified that the automatic connection was happening on the customer's line. Customer was satisfied.	Technical Complaints - Tech Issues VCO/2LVCO Problem
326150	8/15/2014	4018	Dawn	Dawn	Customer requested to place a call. Customer Service attempted to communicate with the caller and explain she had reached Customer Service but there was no response. Customer disconnected.	8/19/2014	Customer Service forwarded to technical. The technical department discovered the OPR did not follow the proper procedure to transfer the call to Customer Service. Information was forwarded to management and the CA was counseled.	Service Complaints - Miscellaneous
910047	8/18/2014	9019	Dawn	Dawn	*Customer stated the OPR hung up on them, but customer refused to provide call details.	8/18/2014	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - OPR Hung Up on Caller
284921	8/19/2014	9004/9128	Tyna	Tina	*Customer requested to speak to the Customer Service Supervisor. Customer stated the Operator hung up on them.	8/22/2014	Customer Service apologized and stated information would be forwarded to the technical department. The technical department discovered the OPR that came to take over the call was still logged in to another station; which caused an issue with their ability to log into the new call. Information was forwarded to management and OPRs were counseled. Customer was satisfied.	Service Complaints - OPR Hung Up on Caller
237235	8/27/2014	9108	Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that there was a long period of silence after the call connected with the OPR. The	8/27/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems

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					OPR did not respond to the customer when the customer asked if the OPR was still there.			
259934	8/27/2014		Carey	Carey	*Customer left a voicemail to file a complaint that the OPR did not respond to them.	8/27/2014	Customer Service apologized and forward information to management. Management discovered the customer did not hang up with the previous representative before calling back for another representative; which caused the call to disconnect. Customer was notified.	Service Complaints - Miscellaneous
256498	8/29/2014		Tina	Tina	*Customer states they are hearing a buzz on the line whenever they place calls through Relay. Customer confirmed with the OPR that the OPR hears this as well.	9/3/2014	Customer Service apologized and stated information would be forwarded to the technical department. Information was forwarded to the technical department for testing. The technical department made several test calls and monitored work station and there was no buzzing through Relay lines. Customer was notified.	Technical Complaints - Miscellaneous
755034	8/30/2014		Dawn	Dawn	*Customer states customer service is not asking proper questions to verify for an update to their profile. They are not asking the customer's name or number but ask for their long distance carrier or a speed dial. Customer stated they have a password.	9/2/2014	Customer Service thanked customer and informed them the information will be forwarded to management. Management discovered the representatives are requesting more identification information than is necessary from the customer. Management has updated the form for profile updating with Customer Service. Customer was notified.	Service Complaints - Miscellaneous

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377904	9/3/2014		Tyna	Tyna	Customer was attempting to call a TTY user and reached a recording then the call disconnected.	9/3/2014	Customer Service discovered the number was for a mobile text phone. Customer Service explained the recording that was being received and stated Relay is unaware of why their call was transferred to Relay. Customer understood.	Service Complaints - Miscellaneous
251030	9/5/2014		Tyna	Tyna	*Customer stated they have been complaining about the buzzing on the lines and Relay does nothing about it and does not care to fix it, then disconnected.	9/5/2014	Customer Service attempted to assist the customer but customer would not allow Customer Service to speak and disconnected. Information was forwarded to the technical department and Relay lines were tested; there was no buzzing present on the Relay lines.	Technical Complaints - Tech Issues STS Problem
980351	9/7/2014	9128	Dawn	Dawn	*Customer stated OPR was parroting them. Customer requested OPR to repeat every word she says and the OPR said " Opr repeat every word I say" to the called party.	9/7/2014	Customer Service apologized and stated the OPR will be counseled and monitored more frequently. Information was forwarded to management and OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
648841	9/8/2014		Dawn	Dawn	Customer stated static on the line when OPR dials Directory Assistance.	10/4/2014	Customer Service forwarded information to the technical department. The technical department tested Relay lines and there was no static so static must be on the directory assistance lines. Customer was satisfied.	Technical Complaints - Tech Issues STS Problem
368784	9/9/2014		Carey	Carey	*Customer wished to file a complaint against all male OPRs. Customer stated male OPRs get agitated when the customer cries and Relay should hire more female OPRs.	9/9/2014	Customer Service apologized and stated their suggestion to hire more female OPRs would be forwarded to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Miscellaneous

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443948	9/10/2014	supervisor	Dawn	Dawn	*Customer stated Supervisor pretends not hear to the customer and covers up for the OPRs all the time.	9/10/2014	Customer Service apologized and stated the Supervisor will be counseled and monitored more frequently. Information was forwarded to management and Supervisor was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
487893	9/10/2014	Customer Care Rep	Dawn	Dawn	*Customer stated every time this representative takes a call they leave their workstation. That is not right. The rep needs to stay at the workstation. Left on voicemail.	9/29/2014	Customer Service retrieved, reviewed and deleted message. Customer Service discovered the representative did not leave the workstation but was on another call. Customer was notified.	Service Complaints - Miscellaneous
169990	9/11/2014		Dawn	Dawn	*Customer states when the person they have called disconnects they hear a click, but the OPR states the call has not disconnected from the workstation.	9/17/2014	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Technical Complaints - Tech Issues STS Problem
105706	9/12/2014		Tyna	Tyna	*Customer wanted to file a complaint against Hamilton since they do not hire enough people.	9/12/2014	Customer Service stated the information would be forwarded to management. Customer understood.	Service Complaints - Miscellaneous
290532	9/15/2014	9004	Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that the OPR does not read their profile.	9/15/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems

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189752	9/17/2014	9063	Dawn	Dawn	*Customer stated their STS call was handled improperly. Customer stated they called Directory Assistance for number. Customer told OPR to dial the numbers. OPR stated no you must tell me which one to dial first.	9/17/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
355036	9/19/2014	9063	Dawn	Dawn	*Customer stated their STS call was handled improperly. Customer stated they called Directory Assistance for number. Customer told OPR to dial the numbers. OPR stated no you must tell me which one to dial first.	9/24/2014	Customer Service apologized and stated the OPR will be counseled and monitored more frequently. Information was forwarded to management and OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
346247	9/22/2014	9025	Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that the CA was rude, arrogant and was back talking.	9/22/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
117266	9/26/2014	9141	Dawn	Dawn	*Customer stated OPR can't hear them and keeps asking the customer to repeat.	9/26/2014	Customer Service apologized and stated the information would be forwarded to the technical department. The technical department did several tests to the workstation and audio appeared to be fine. Customer was notified.	Service Complaints - Miscellaneous

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186597	9/30/2014		Tyna	Tyna	*Customer states wants a female OPR that male OPR do not listen and keep saying "ma'am" .	9/30/2014	Customer Service verified the customer and stated the profile was set for the CA gender preference and if a Female CA was available they would be the first to the call. Customer hung up before any additional information could be given.	Service Complaints - Miscellaneous
895895	10/2/2014		Tyna	Tyna	*Customer stated their STS call was handled improperly the OPR did not listen to the customer. Customer refused to provide call details.	10/2/2014	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints - STS call Handling Problems
330302	10/3/2014		Carey	Carey	*Customer stated their STS call was handled improperly. Customer refused to provide call details.	10/3/2014	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints - STS call Handling Problems
716832	10/3/2014	9145	Scott	Scott	*Customer stated their STS call was handled improperly the OPR interrupted the recorded greeting and this caused an issue with the whole call.	10/3/2014	Customer Care apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
615253	10/3/2014	9075	Tina	Tina	*Customer stated the OPR did not keep them informed during their call. Customer stated the OPR swapped out with another OPR during a recording and did not identify the swap.	10/31/2014	Customer Care apologized and attempted to gather call information to forward to technical. Customer refused to provide specific call information. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints - OPR Didn't Keep User Informed

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685166	10/3/2014	9108	Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that they requested that the OPR speak slower during the call and that is when the OPR no longer responded to the customer. Customer stated that the OPR left the phone.	10/3/2014	Customer Care apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management; which discovered the OPR remained on the line with the customer. Customer was notified.	Service Complaints - STS call Handling Problems
696712	10/3/2014		Tyna	Tyna	*Customer wanted a complaint file that there is not someone in management available 24 hours to receive their calls.	10/3/2014	Customer Care apologized and advised the customer that managerial support is available 24 hours a day, but their concern would be forwarded to management. Customer hung up.	Service Complaints - Miscellaneous
716839	10/3/2014	9063	Tyna	Tyna	*Customer stated their STS call was handled improperly the customer asked for Radio Shack and the OPR said it is not in your speed dial.	10/3/2014	Customer Care apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
250441	10/6/2014	Jimmy	Tyna	Tyna	*Customer stated the Supervisor would not cooperate with them when they were stating a complaint about a OPR not doing their job correctly.	10/6/2014	Customer Care apologized and stated information would be forwarded to management. Supervisor was counseled and customer was satisfied.	Service Complaints - Miscellaneous

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258308	10/6/2014	9156	Dawn	Dawn	*Customer stated their STS call was handled improperly. Customer stated she told OPR to revoice and OPR said "don't you want to hear what she says first". OPR should not question the STS User and should follow instructions.	10/6/2014	Customer Care apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management; which discovered that the OPR followed proper procedure and used proper language during the call. Customer became very abusive of the OPR during the process of several calls. Customer was notified.	Service Complaints - STS call Handling Problems
286295	10/10/2014	9040	Tyna	Tyna	* Customer stated their STS call was handled improperly the OPR did not follow instructions, and is rude, arrogant and hostile towards the customer. Customer refused to provide call details.	10/10/2014	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - STS call Handling Problems
467626	10/10/2014		Tina	Tina	Customer stated their call was disconnected with no notification when placing a call through Relay.	10/17/2014	Customer Care apologized and stated information would be forwarded to the technical department. Information was forwarded to the technical department; which discovered the customer's profile is set correctly to automatic connections with Relay; technical department did not see anything unordinary in regards to these calls. The technical department confirmed that on the call in question the customer disconnected while the CA was sending text. Customer was notified.	Technical Complaints - Long Hold Time/Disconnect
470277	10/14/2014		Dawn	Dawn	* Customer stated their STS call was handled improperly. Customer refused to provide call details.	10/14/2014	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - STS call Handling Problems

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394106	10/15/2014	9083	Tyna	Tyna	*Customer stated that they could not understand the OPR or Supervisor. They need to speak louder. Customer refused to provide call details.	10/15/2014	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring. The technical department could find no issues with the workstation the OPR was using that day. Customer was notified.	Service Complaints - Poor Vocal Clarity/Enunciation
539351	10/15/2014	9004	Dawn	Dawn	*Customer stated she requested the OPR ID # and the OPR stated "I already gave it to you".	10/15/2014	Customer Care apologized and stated the OPR will be counseled and monitored more frequently. Information was forwarded to management and OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
648458	10/15/2014	9075	Tyna	Tyna	*Customer stated their STS call was handled improperly the OPR did not follow customer instructions to revoice for them.	10/15/2014	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - STS call Handling Problems
775565	10/15/2014		Dawn	Dawn	Customer stated they are asked for long distance information when they are dialing a local number.	10/20/2014	Customer Care determined the call was a long distance call. Customer Care offered to set up a profile. Customer stated they would get back with us. No further contact with the customer at this time.	Technical Complaints - Long Distance/Billing Issues
304135	10/16/2014		Dawn	Dawn	*Customer stated they have been waiting for a female operator. There are not enough female OPRs.	10/20/2014	Customer Care apologized and stated the suggestion would be forwarded to management. Customer was satisfied.	Service Complaints - Miscellaneous

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336782	10/16/2014		Dawn	Dawn	*Customer stated they are unable to use the *82 feature.	10/20/2014	Customer Care explained how the *82 features works with Relay. Customer Care thanked the customer for their suggestion of having the OPR dial the *82 instead of user and forwarded information to management. Customer was satisfied.	Technical Complaints - Tech Issues STS Problem
791676	10/17/2014		Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that their calls are only to be taken by female OPRs. Customer was irate that a male OPR answered when their call connected.	10/17/2014	Customer Care apologized and verified the customer's profile was set correctly to route their calls to a female OPR; the profile is set correctly. Customer Care explained that if a female OPR is not available the call would route to a male OPR. Customer Care explained that the customer did have the option to hold for a female OPR and offered to update their profile with these instructions; customer refused. Customer began arguing with Customer Care and demanding that the male OPRs do not follow their profile. Customer requested to be connected with the Customer Care Supervisor's voicemail; call was transferred. Customer left a voicemail stating the same information to the Customer Care Supervisor and disconnected. Customer Care Supervisor attempted to return a call to the customer but there was no answer and no voicemail to leave a message. There has been no further contact from the customer.	Service Complaints - STS call Handling Problems
518572	10/22/2014		Tina	Tina	* Customer stated the OPR did not keep them informed during their call. Customer stated that the OPR would not identify to them when requested to do so during the call.	10/28/2014	Customer Care apologized and requested call detail information from the customer. Call information was forwarded to the technical department. The technical department discovered the customer placed several calls to Relay and without exact call details was unable to discover which call the customer was referring too. Customer was notified.	Service Complaints - OPR Didn't Keep User Informed
770051	10/22/2014		Dawn	Dawn	*Customer stated the OPR cannot dial 411 they are routed to 617-555-1212 and then the call is not answered in	10/22/2014	Customer Care apologized to the customer and directed them to their service provider for further assistance with Directory Assistance routing. Customer Care informed customer the issue would be forwarded to Relay Management as well so they	Technical Complaints - Miscellaneous

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					the US. Customer stated this must stop and then became abusive to the OPR.		are aware of this issue. Customer became very abusive and Customer Care disconnected.	
174361	10/24/2014		Tyna	Tyna	*Customer wants to file a complaint against Hamilton. They do not do anything right and everyone takes the same day off.	10/24/2014	Customer Care apologized and advised the customer that managerial support is available 24 hours a day, but their concern would be forwarded to management. Customer hung up.	Service Complaints - Miscellaneous
385261	10/27/2014		Dawn	Dawn	*Customer stated they have been trying over an hour and there are no female operators available. Hamilton must hire more female STS OPRs.	10/27/2014	Customer Care apologized and stated the suggestion would be forwarded to management. Customer disconnected.	Service Complaints - Miscellaneous
761618	10/28/2014	9081	Tyna	Tyna	*Customer stated their STS call was handled improperly the OPR did not follow the customers instruction.	10/28/2014	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - STS call Handling Problems
466379	10/30/2014		Tyna	Tyna	*Customer stated they want a female OPR every time they call.	10/30/2014	Customer Care attempted to explain to the customer that all attempts are made to provide a female OPR but if not available the call is routed to the next available OPR. Customer disconnected.	Service Complaints - Miscellaneous

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535336	10/30/2014		Dawn	Dawn	*Customer stated there are not enough female OPRs. MASS Relay must get more female STS OPRs.	10/30/2014	Customer Care attempted to explain to the customer that all attempts are made to provide a female OPR but if not available the call is routed to the next available OPR. Customer disconnected.	Service Complaints - Miscellaneous
222098	10/31/2014		Tyna	Tyna	* Customer wanted a female OPR and stated there were non available and we need to hire more.	10/31/2014	Customer Care attempted to explain to the customer that all attempts are made to provide a female OPR but if not available the call is routed to the next available OPR. Customer disconnected.	Service Complaints - Miscellaneous
822847	11/3/2014		Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that their calls are to be processed by female OPR and when dialing into the Relay the customer is reaching a male OPR.	11/3/2014	Customer Care apologized and offered to check the customer's profile. Customer stated that their profile is already set up to be routed to female OPR. Customer Care explained that the Relay does their best to accommodate this request; however, if there is not a female OPR available at the time of their call, the call would be routed to the next available OPR; which would be a male. Customer disconnected.	Service Complaints - STS call Handling Problems
283608	11/6/2014		Dawn	Dawn	*Customer stated the OPR dialed the incorrect number. Customer refused to provide call details.	11/6/2014	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - OPR Misdialed Number
311768	11/7/2014		Dawn	Dawn	Customer left message on voicemail. Customer is an employee at the correctional facility and is inquiring about restrictions on their	11/10/2014	Customer Care forwarded the information to management to return the call regarding the restrictions. Customer Care Supervisor attempted to contact the facility but the number provided was a number within the facility that would not accept calls. There has been no further contact from the	Technical Complaints - Tech Issues 7-1-1 Problem

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					lines.		customer.	
693968	11/10/2014		Tyna	Tyna	Customer stated when calling a VCO user through Relay they are advised the line is busy by the OPR.	11/10/2014	Customer Care placed a test call through Relay, and directly to the number, both times a busy signal was received. Customer Care referred the customer to their telephone service provider. Customer understood.	External Complaints - Miscellaneous
984196	11/12/2014	9108	Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that when asked to dial a number from their speed dial list OPR said the number was not there; however upon looking again the OPR was able to find the number.	11/12/2014	Customer Care apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
4019506	11/12/2014	9040	Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated the OPR would not speak up. Customer stated that when they requested that the OPR speak louder, the OPR became argumentative.	11/12/2014	Customer Care apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems

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142232	11/12/2014		Carey	Carey	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	11/13/2014	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 97% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
140936	11/12/2014		Dawn	Dawn	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	11/14/2014	Customer Care apologized to the customer, but customer disconnected before any call details could be obtained. The Relay answered 90.8% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
207625	11/13/2014		Dawn	Dawn	*Customer stated they have experienced a long hold time/delay when connecting to the Relay. Customer also stated there were no Oprs available.	11/17/2014	Customer Care attempted to apologize to the customer but customer disconnected before any details could be provided. The Relay answered 96% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
866462	11/14/2014	9083	Tina	Tina	*Customer stated their STS call was handled improperly. Customer stated the male OPRs today have not allowed them to voice and continue to speak overtop of the customer.	12/2/2014	Customer Care apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems

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898330	11/14/2014	9108	Tina	Tina	*Customer stated their STS call was handled improperly. Customer has stated that the OPR is not waiting for a customer to finish sentencing before revoicing.	11/18/2014	Customer Care apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
7058540	11/17/2014		Tyna	Tyna	*Customer stated their STS cal was not answered in over six minutes and more people need to be hired.	11/17/2014	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; which did not see any calls that waited for over six minutes in queue. Customer was notified. Relay answered 95.2% within 10 seconds for the day.	Service Complaints - STS call Handling Problems
8056236	11/18/2014	Erik	Tyna	Tyna	*Customer stated the Supervisor would not access their profile without their pin number and they do not have a pin number.	11/18/2014	Customer Care explained how verification information is requested when accessing a customer's profile. Customer disconnected.	Service Complaints - Miscellaneous

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544239	11/20/2014		Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls through Relay.	11/20/2014	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Care explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.	Service Complaints - Suspicious/Harassment Call
586826	11/20/2014		Tyna	Tyna	*Customer stated that Customer Care is harassing the customer. When calling Customer Care the line is picking up and they are hearing papers rattle but no response and then call disconnected.	11/20/2014	Customer Care apologized and verified that Customer Care had not received a call from the customer. Customer Care stated information would be forwarded to management. Management verified that no calls had been released by Customer Care with the customer. Customer was notified.	Service Complaints - Miscellaneous
259077	11/20/2014	4173	Tyna	Tyna	Customer stated they were interrupted and told they could not talk and was afraid that their customer was not satisfied. Customer stated the OPR did not inform or explain Relay to their customer.	11/21/2014	Customer Care apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous

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930011	11/25/2014		Tina	Tina	*Customer stated that MASS Relay needs to hire more female STS OPRs.	11/25/2014	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to management. Customer was satisfied.	Service Complaints - Miscellaneous
988793	11/28/2014		Tyna	Tyna	*Customer stated their STS call was handled improperly; OPRs are not doing their job. Customer refused to provide call details.	11/28/2014	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - STS call Handling Problems
994409	11/28/2014	9108	Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that the OPR does not follow instructions and should not ask the customer to repeat.	11/28/2014	Customer Care apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
280732	12/3/2014		Tina	Tina	*Customer stated the OPR hung up on them.	12/17/2014	Customer Care apologized and stated information would be forwarded to the technical department; which discovered when the call arrived at the workstation the customer had already disconnected. OPR followed proper procedure for releasing the call from the workstation. Customer was notified.	Service Complaints - OPR Hung Up on Caller

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318989	12/3/2014		Carey	Carey	*Customer stated that their profile is not appearing to the OPR. Customer demanded to speak to the Customer Care manager.	12/4/2014	Customer Care manager was not available. Customer Care offered to take a message and forward the information to the manager. The customer disconnected without providing additional information. Customer Care forwarded the information to the technical department, but without call details technical was unable to discover the call the customer was referring too.	Technical Complaints - Miscellaneous
220263	12/4/2014	9034	Dawn	Dawn	*Customer stated they wished to file a complaint against the OPR.	12/4/2014	Customer then disconnected before any details could be provided.	Service Complaints - Miscellaneous
440829	12/9/2014		Dawn	Dawn	Customer requested to block a number from calling them.	12/9/2014	Customer Care referred customer to their telephone service provider. Customer was satisfied.	External Complaints - Miscellaneous
257937	12/11/2014		Dawn	Dawn	Caller stated whenever they call the customer the line is busy.	12/11/2014	Customer Care placed test calls to the number. The line was busy with and without Relay. Customer Care told the customer to contact their telephone service provider to check the line. Customer was satisfied.	External Complaints - LEC Busy
268385	12/11/2014		Dawn	Dawn	*Customer stated the company they called will not accept the call because it is through the Relay.	12/11/2014	Customer Care referred customer to the FCC. Before Customer Care could give any more information, customer disconnected.	External Complaints - Miscellaneous
734976	12/12/2014	9086	Dawn	Dawn	*Customer stated the OPR did not follow policy/procedure. Customer stated the OPR attempted to speak overtop of the	12/12/2014	Customer Care apologized and information was forwarded to the technical department; which discovered that the OPR followed proper procedure in an attempt to gather caller's instructions. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure

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					recording.			
753723	12/12/2014	9108	Dawn	Dawn	*Customer stated their STS call was handled improperly. Customer requested Supervisor and the OPR did not get off of the call. OPR listened to call. OPR does not know their place.	12/12/2014	Customer Care apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management; which discovered the OPR did follow the request and was removed from the call. Customer was notified.	Service Complaints - STS call Handling Problems
278012	12/14/2014		Carey	Carey	*Customer stated when dialing Directory Assistance through Relay, call connects outside of the United States. Customer stated the number Relay dials for Directory Assistance is incorrect and Directory Assistance cannot provide the proper listings.	12/14/2014	Customer Care advised the customer that if Directory Assistance cannot provide the proper listing, the customer may want to file a complaint with Directory Assistance. Customer stated that the issue is with the telephone number that Relay dials when calling Directory Assistance and the customer would like to file this complaint with management, as they do not like the procedure followed when calling Directory Assistance. Customer Service stated that their suggestion would be forwarded to management and explained that if the customer felt it was due to Verizon's Directory Assistance they could choose an alternate long distance provider for this call. Customer was satisfied and information was forwarded to management.	External Complaints - Miscellaneous

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386042	12/16/2014		Tina	Tina	*Customer stated that their profile was updated incorrectly and now they have a blank space in their frequently dialed number list.	12/17/2014	Customer Care verified the information that was provided and that the profile was updated correctly. Customer removed 3 numbers and only added back in 2 number which resulted in the open frequently dialed number. Customer was notified.	Service Complaints - Miscellaneous
170940	12/17/2014		Tyna	Tyna	Customer states when attempting to dial an outbound call they are reaching the Mass Relay Service.	12/17/2014	Customer Care referred the customer to their telephone service provider regarding the call forwarding that may be set on their number. Customer was satisfied.	External Complaints - Miscellaneous
442275	12/17/2014	9108	Tyna	Tyna	*Customer stated their STS call was handled improperly. Customer refused to provide call details and disconnected call.	12/17/2014	Customer Care was unable to obtain call information since the customer disconnected.	Service Complaints - STS call Handling Problems
482797	12/17/2014	9108	Tyna	Tyna	*Customer stated their STS call was handled improperly. Customer refused to provide call details.	12/17/2014	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - STS call Handling Problems

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504982	12/17/2014		Tina	Tina	*Customer stated that all OPRs do not know how to process calls and speak over recordings.	12/17/2014	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - Miscellaneous
235342	12/18/2014	9108	Dawn	Dawn	*Customer stated their STS call was handled improperly. Customer stated OPR is a nervous wreck. Customer refused to provide call details.	12/18/2014	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - STS call Handling Problems
365758	12/20/2014	9108	Tyna	Tyna	*Customer stated their STS call was handled improperly. Customer refused to provide call details.	12/20/2014	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - STS call Handling Problems
568082	12/23/2014		Tina	Tina	Customer stated they are unable to reach their doctor and they wanted to test call to Customer Care to ensure their line was working.	12/23/2014	Customer Care assured the customer their line was working and verified the customer's profile was set correctly. Customer stated that it must be an issue with the physicians lines and they would try again. Customer was satisfied.	External Complaints - Miscellaneous

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709949	12/23/2014		Carey	Carey	Customer called to file a complaint regarding a Video Relay Service.	12/23/2014	Customer Care referred the customer to the Video Relay Provider and provided the toll free access number to reach their Customer Service. Customer was satisfied.	External Complaints - Miscellaneous
376570	12/24/2014		Dawn	Dawn	*Customer stated Hamilton uses Verizon Directory Assistance they do not reach representatives in the U.S. and do not have proper listings.	12/24/2014	Customer Care apologized and explained Relay procedure for dialing Directory Assistance. Customer Care referred the customer to Verizon Directory Assistance and stated information would be forwarded information to Relay management. Customer was satisfied.	External Complaints - Miscellaneous
3004937	12/29/2014	9095	Tyna	Tyna	*Customer stated their STS call was handled improperly. The OPR does not hold on the line while it is continuously ringing. The OPR asks the customer what they want them to do. Customer refused to provide call details.	12/29/2014	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - STS call Handling Problems
524537	12/30/2014		Carey	Carey	*Customer stated their STS call was handled improperly. Customer refused to provide call details.	12/30/2014	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - STS call Handling Problems

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643414	12/30/2014		Dawn	Dawn	Customer stated the OPR did not keep them informed during their call. Customer did not know if the connection was made.	1/5/2015	Customer Care apologized and stated information would be forward to the technical department. The technical department discovered that the customer called into Relay several times during this time period and could not point to the exact call the customer was referring too; OPR number was not discovered. Customer was notified.	Service Complaints - OPR Didn't Keep User Informed
588245	1/2/2015		Tyna	Tyna	*Customer stated Relay does not have enough female OPRs and we need to hire more.	1/2/2015	Customer Care apologized and stated that their suggestion would be forwarded to management. Customer disconnected.	Service Complaints - Miscellaneous
588502	1/2/2015	9108	Tyna	Tyna	*Customer stated their STS call was handled improperly. The OPR is the only available female and talks over recordings and is not very bright and need more female OPRs.	1/2/2015	Customer Care apologized and stated information would be forwarded to management. Management discovered that the OPR did follow the proper procedure on a call when reaching a recording. Customer was notified.	Service Complaints - Miscellaneous
433308	1/5/2015		Carey	Carey	*Customer stated that there are not enough females CAs available.	1/5/2015	Customer Care advised the customer that the information would be forwarded to management. Customer disconnected.	Service Complaints - Miscellaneous

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552264	1/5/2015		Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that the male CAs do not follow directions and do a horrible job processing calls.	1/5/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - STS call Handling Problems
664634	1/5/2015		Carey	Carey	Customer stated they have been unable to place a long distance call through Relay.		Customer Care discovered the customer uses EarthLink's VoIP Service. Customer Care explained about VoIP Service through Relay and directed customer to speak to their provider. Customer Care set up a temporary profile for the customer so they were able to process a call. Customer Care contacted EarthLink and explained about translation and provided correct information. Representative from EarthLink stated they would call back to confirm information was set correctly. (Awaiting provider)	Technical Complaints - Carrier Choice not Available
321840	1/6/2015		Tyna	Tyna	*Customer stated need to hire more female OPRs.	1/6/2015	Customer Care advised the customer that the information would be forwarded to management. Customer disconnected.	Service Complaints - Miscellaneous
936665	1/9/2015		Tyna	Tyna	Customer is able to dial 7-1-1 through their TTY device but could not reach Relay by dialing the toll-free access number.	1/9/2015	Customer Care placed a test call to the toll-free access number; which was successful. Customer was satisfied.	Technical Complaints - Tech Issues 7-1-1 Problem

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889462	1/13/2015		Tina	Tina	* Customer stated the OPR did not follow policy/procedure. Customer stated the OPR disconnected on the recording before they could hear it.	1/13/2015	Customer Service verified the customer and discovered there was a note in the profile instructing the OPRs to disconnect on a recording. Customer requested to have this note removed. Profile was updated and customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
969377	1/14/2015		Dawn	Dawn	Customer stated calls are dropping. She is not receiving calls through Relay. Customer Care determined the customer is using a CapTel Phone through TRS Relay as a VCO Phone.	1/14/2015	Customer Care attempted to explain how this type of connection is accomplished and what settings need to be changed in the menu of the telephone. Customer was upset and disconnected.	External Complaints - Miscellaneous
465401	1/15/2015	9108	Carey	Carey	*Customer stated that the OPR wasn't able to properly spell common words.	1/27/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which confirmed that the OPR was on a call at the time reported; however, the OPR did complete an observation sheet explaining that they attempted to confirm the spelling with the customer to which the customer instructed the OPR to spell the name of a business on their own. The OPR attempted to phonetically spell the name of the business, and the customer became upset. Information was forwarded to management. Customer was satisfied.	Service Complaints - OPR Accuracy/Spelling/Verbatim
475976	1/15/2015		Tyna	Tyna	*Customer stated the OPR did not follow policy/procedure.	1/15/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure

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672911	1/15/2015	9004	Dawn	Dawn	*Customer stated their STS call was handled improperly. Customer stated the OPR is horrible, refused to dial a number and hung up on the customer.	1/22/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - STS call Handling Problems
981732	1/23/2015		Tyna	Tyna	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	1/26/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 91% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
998708	1/26/2015		Tyna	Tyna	*Customer states we need to hire more people now.	1/26/2015	Customer Care advised the customer that the information would be forwarded to management. Customer disconnected.	Service Complaints - Miscellaneous
122947	1/26/2015		Carey	Carey	*Customer stated their STS call was handled improperly customer stated that the OPR is playing mental games; however, customer refused to provide call details.	1/26/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - STS call Handling Problems

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144038	1/26/2015	9004	Tyna	Tyna	*Customer stated the OPR identified themselves and then the customer requested their Supervisor. Customer stated the OPR did not get their Supervisor on the line.	1/26/2015	Customer Care apologized and forwarded information to management; which discovered the OPR attempted to clarify the request from the customer but the customer became abusive and their call was disconnected. OPR did not receive refresher training as the customer became abusive during the call.	Service Complaints - Miscellaneous
208360	1/29/2015	4027	Dawn	Dawn	Customer stated the OPR did not keep them informed during their call. Called party had disconnected and OPR did not tell the VCO user.	2/5/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR did handle a call from this customer at this time. Information was forwarded to management and OPR received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - OPR Didn't Keep User Informed
682862	1/30/2015		Tyna	Tyna	Customer stating electrical items messing with their TTY device in their home.	1/30/2015	Customer Care referred the customer to Mass EDP and provided their telephone number. Customer was satisfied.	Technical Complaints - Miscellaneous
560413	2/6/2015		Carey	Carey	Customer stated they have been receiving suspicious telephone calls through Relay.	2/6/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Care explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.	Service Complaints - Suspicious/Harassment Call

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561067	2/9/2015		Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls through Relay.	2/9/2015	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Care explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.	Service Complaints - Suspicious/Harassment Call
901324	2/21/2015		Tyna	Tyna	* Customer stated Supervisor gave them a hard time when they requested they would like to hold for a female OPR; Supervisor would not provide how long the customer could hold for a female OPR.	2/21/2015	Customer Care explained Relay Supervisor would not be allowed to provide that exact information on a call. Customer Care stated their concern would be forwarded to management. Information was forwarded to management. Customer disconnected.	Service Complaints - Miscellaneous
589452	2/27/2015		Tyna	Tyna	*Customer stated when they called directory assistance to obtain information it was incorrect and it is the responsibility of the OPR to redial and obtain the correct number.	2/27/2015	Customer Care explained how calls to directory assistance are processed through Relay and if the customer received an incorrect number from directory assistance then they would need to file a complaint with directory assistance for providing the wrong information. Customer disconnected.	External Complaints - Miscellaneous
779454	3/4/2015		Carey	Carey	* Customer stated that the male OPRs do not process calls properly and suggested that management hire more female OPRs. Customer feels the female OPRs do a better job at processing calls.	3/4/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - Miscellaneous

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798628	3/4/2015		Tyna	Tyna	*Customer stated the supervisor was harassing her when she made comments about male OPRs.	3/4/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - Miscellaneous
878971	3/4/2015		Tyna	Tyna	Customer stated several calls to their answering machine were hang ups and they were concerned about their telephone line.	3/4/2015	Customer Care referred the customer to their telephone service provider to check their telephone line. Customer was satisfied.	External Complaints - Miscellaneous
227780	3/5/2015		Tyna	Tyna	*Customer demanded we hire more female OPRs. Customer has calls to make and does not want male OPRs.	3/5/2015	Customer Care advised the customer their requested would be submitted to management. Customer hung up.	Service Complaints - Miscellaneous
571878	3/6/2015	Supervisor	Tina	Tina	*Customer stated that the Supervisor was very rude on the call, stated the OPRs will never get off the line and the customer could not hold.	3/26/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to management and the Supervisor received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Miscellaneous
186826	3/11/2015		Tyna	Tyna	*Customer stated the supervisor has faulty equipment and they could not hear them or even get their name.	3/14/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Technical Complaints - Miscellaneous

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742894	3/18/2015	9156	Lonnie	Lonnie	*Customer stated that they were unable to place a call through Relay.	3/29/2015	Customer Care advised that that there was a technical issue with the Relay. Technical department resolved the issue promptly. Customer Care apologized for any inconvenience this may have caused with their call. Customer understood.	Technical Complaints - Miscellaneous
1024333	3/20/2015	Supervisor	Tyna	Tyna	*Customer requested the supervisor to get a new OPR and the supervisor wanted to know why they wanted another OPR.	3/20/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to management and the Supervisor received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Miscellaneous
465126	3/22/2015		Jenn	Jenn	*Customer demanded we hire more female OPRs.	3/22/2015	Customer Care advised the customer their requested would be submitted to management. Customer hung up.	Service Complaints - Miscellaneous
904102	3/23/2015	9086	Tyna	Tyna	*Customer stated the OPR called them by their last name while on a call with a term.	3/23/2015	Customer Care verified the customer and discovered there was a reference to the Customer's name in their profile. Customer Care offered to update the profile but customer hung up.	Service Complaints - Miscellaneous
919151	3/27/2015		Tyna	Tyna	*Customer demanded a female OPR and requested Customer Care get one for them.	3/27/2015	Customer Care apologized and explained that calls are handled by the next available OPR and a female OPR would be provided if available. Customer demanded management get a female OPR for the customer. Customer Care explained there is no way for management or Customer Care to get a female OPR on the line by transferring from Customer Care. Customer disconnected.	Service Complaints - Miscellaneous

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952877	3/27/2015		Jenn	Jenn	*Customer complained there is not enough female OPR's.	3/27/2015	Customer Care apologized and advised calls are answered by the next available OPR and stated customer may want to try their call again. Customer hung up.	Service Complaints - Miscellaneous
213428	3/30/2015	9025	Carey	Carey	*Customer experienced a long hold time when the OPR transferred their call to Customer Care.	3/31/2015	Customer Care apologized for the delay as Customer Care was experiencing high call volumes. Customer understood.	Service Complaints - Miscellaneous
652756	4/1/2015		Carey	Carey	*Customer wished to file a complaint against the Relay, because when calling Directory Assistance the customer believes that their representatives are not within the United States.	4/1/2015	Customer Care referred the customer to Directory Assistance to file this complaint and advised the customer that Relay has no control over the location of the Directory Assistance OPR. Customer began shouting over Customer Care and would not allow Customer Care to speak. Customer Care disconnected the call.	External Complaints - Miscellaneous
149751	4/3/2015		Tyna	Tyna	*Customer demanded the Relay hire more STS female OPRs.	4/3/2015	Customer Care advised information would be forwarded to management. Customer hung up.	Service Complaints - Miscellaneous
501243	4/4/2015	9025f	Dan	Dan	*Customer stated the OPR did not announce themselves when the customer connected to Relay and this OPR has been doing this for some time now.	4/7/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - STS call Handling Problems

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925170	4/10/2015		Dan	Dan	*Customer stated they were experiencing a long wait time to reach a STS OPR.	4/10/2015	Customer Care apologized and stated that Relay was busy at this time, and requested the customer attempt their call again. Customer was understood. Relay answered 94.5% within 10 seconds.	Service Complaints - Ringing/No Answer
233724	4/16/2015		Dan	Dan	Customer stated they felt electrical equipment and power lines may causing garble on their TTY.	4/16/2015	Customer Care referred the customer to the MASS EDP and provided their telephone number. Customer disconnected.	Technical Complaints - Miscellaneous
9022795	4/20/2015		Jenn	Jenn	Customer stated they are receiving a lot of garble when calling through Relay and numbers are consistently dialing them through Relay with no response.	4/20/2015	Customer Care providing troubleshooting tips to clear garble on a call. Customer Care referred the customer to their telephone service provider to stop the unwanted incoming calls. Customer was satisfied.	Service Complaints - Miscellaneous
9070658	4/20/2015		Tyna	Tyna	Customer stated when calling a VCO user through Relay they are able to connect and hear the person but that is all.	4/20/2015	Customer Care attempted to obtain additional information in regards to the issue. Customer was not able to provide any additional information and stated would try again and call back. There has been no further contact from the customer.	Technical Complaints - Miscellaneous

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839678	4/21/2015	9075	Care	Carey	*Customer stated the OPR did not follow policy/procedure. Customer stated that they asked the OPR to hold and the OPR disconnected.	4/30/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. The technical department determined that the OPR did follow the correct procedure and did not disconnect the user.	Service Complaints - Didn't Follow Policy/Procedure
304219	4/28/2015		Dan	Dan	*Customer stated their STS call was handled improperly. Customer stated the OPR was awful and does not know how to read as several mistakes were made when attempting to use their speed dial list.	4/30/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. However, there appeared to be an issue with Relay; which was promptly resolved by technical. Customer was satisfied.	Technical Complaints - Miscellaneous
345318	4/28/2015	9025F	Dan	Dan	*Customer stated their STS call was handled improperly. The customer stated that the OPR was interrupting them and was awful. The customer stated the OPR had to be asked twice to get their Supervisor on the line.	4/29/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - STS call Handling Problems

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371354	4/28/2015		Carey	Carey	*Customer stated there were no Relay OPRs available and they were unable to make a call through Relay; however, the customer did have a STS OPR on the line at the time of the call to Customer Care. Customer disconnected before providing any details.	4/28/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified. Relay answered 91.6% within 10 seconds for the day.	Service Complaints - Miscellaneous
774079	5/1/2015		Jenn	Jenn	* Customer stated the OPR was replaced improperly during the middle of the call.	5/1/2015	Customer Care apologized and forwarded Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - OPR Replaced Improperly
298867	5/3/2015	9113M	Scott	Scott	*Customer stated their STS call was handled improperly. Customer stated the OPR deliberately misdialed the number provided to the customer by Directory Assistance and after the number was misdialed, the OPR refused to respond.	5/28/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - STS call Handling Problems
615308	5/9/2015	9156	Tyna	Tyna	*Customer stated their STS call was handled improperly. The OPR did not follow the customer's instructions when telling the OPR to call back the number and ask for a	5/27/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call and followed procedure. Information was forwarded to management, but the OPR did not receive refresher training as they had followed procedure. Customer was notified	Service Complaints - STS call Handling Problems

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					supervisor.			
816372	5/10/2015		Tyna	Tyna	*Customer stated they called into STS and the connection was fuzzy like it was underwater. Customer did not get an OPR number from the call.	5/10/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Technical Complaints - Miscellaneous
816528	5/10/2015		Tyna	Tyna	*Customer stated had a bad connection when reaching STS was not able to get a OPR number or place a call.	5/10/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Technical Complaints - Miscellaneous
358606	5/12/2015		Tyna	Tyna	*Customer stated their STS call was handled improperly. Customer refused to provide call details.	5/19/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - STS call Handling Problems

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4076171	5/13/2015		Dan	Dan	*Customer stated they do not like that they reach an OPR in the Philippines when dialing Directory Assistance and wanted to file a complaint.	5/13/2015	Customer Care apologized and referred the customer to the Verizon Directory Assistance center to file a formal complaint. Customer understood.	External Complaints - Miscellaneous
176221	5/21/2015	9264	Ryan	Ryan	* Customer stated the OPR hung up on them.	5/23/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Technical department found that the OPR followed proper procedure and did call for a supervisor. The OPR did not disconnect the call; the Customer hung up. Information was forwarded to management, but the OPR did not receive refresher training as they did follow procedure. Customer was notified.	Service Complaints - OPR Hung Up on Caller
343671	5/23/2015		Carey	Carey	*Customer stated that the speed dial listing for number six in their customer profile is no longer appearing and the customer stated that they did not authorize removing that listing. Customer would like a copy of their profile sent to them by mail.	5/28/2015	Customer Care apologized and forwarded the information to the technical department for investigation. The technical department was unable to retrieve the information; however, the customer was able to provide the number to add to the profile. Customer Care verified the customer and forwarded information to the technical department. Profile was updated and customer was satisfied. Customer Care sent a copy of the customer's profile to the address provided.	Technical Complaints - Miscellaneous

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106033	5/25/2015		Carey	Carey	*Customer stated that when dialing Directory Assistance through Relay they are reaching representatives in the Philippines. Customer stated that Directory Assistance does not give the correct information.	5/25/2015	Customer Care apologized and referred the customer to the Verizon Directory Assistance center to file a formal complaint. Customer understood.	External Complaints - Miscellaneous
159886	5/25/2015		Carey	Carey	*Customer stated the OPR did not follow policy/procedure. Customer stated the OPR refused to provide their OPR ID number.	5/25/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure
808701	5/29/2015		Tyna	Tyna	*Customer stated they have experienced a hold time/delay of half a minute when connecting to the Relay.	5/28/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 97.8 % within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
790480	5/29/2015	CC Supervisor	Dan	Dan	*Customer requested to file a complaint with the executive office because the Customer Care supervisor is hard to reach and requested that a message be passed on to the Customer Care supervisor.	5/29/2015	Customer Care apologized and offered to transfer the customer to the Customer Care Supervisors voice mail. Customer refused. Customer Care forwarded information to management. Customer disconnected.	Service Complaints - Miscellaneous

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408003	6/14/2014	9025	Brandon	Brandon	*Customer stated their STS call was handled improperly. customer was hung up on during OPR switching.	6/14/2014	Customer Service apologized and forwarded information to the technical department. The technical department discovered that the OPR did not disconnect the caller. Information was forwarded to management and customer was notified.	Service Complaints - STS call Handling Problems
408007	6/14/2014	9004	Brandon	Brandon	*Customer stated their STS call was handled improperly. OPR did not follow customer's instructions.	6/14/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
563352	6/16/2014	9040	Tyna	Tyna	*Customer requested to speak with Customer Care Supervisor. Customer stated that the OPR always calls for a Supervisor and never processes their call correctly.	6/16/2014	Customer Service transferred customer to Customer Care Supervisor. Customer Service Supervisor apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous
563359	6/16/2014		Tyna	Tyna	*Customer requested to speak to Customer Care Supervisor. Customer stated that the Supervisor did not follow their instructions.	6/16/2014	Customer Service transferred customer to Supervisor. Customer Service Supervisor apologized and stated the Supervisor would be counseled and monitored more frequently. Information was forwarded to management and the Supervisor was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Miscellaneous

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573747	6/16/2014	4173	Tyna	Tyna	Customer stated the OPR did not follow policy/procedure.	6/16/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
749212	6/23/2014		Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that none of the OPRs listen.	6/23/2014	Customer Service apologized and stated the OPRs would be counseled and monitored more frequently. Information was forwarded to management and the OPRs were counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
613727	6/28/2014	9156	Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated that OPR does not have proper call etiquette and does not follow their instructions.	6/28/2014	Customer Service apologized and stated the OPR would be counseled and monitored more frequently. Information was forwarded to management and the OPR was counseled; monitoring has occurred. Customer was satisfied.	Service Complaints - STS call Handling Problems
4086939	7/3/2014		Tyna	Tyna	*Customer states there are not enough female OPRs available and the male OPRs are horrible.	7/3/2014	Customer Service explained attempts are made to provide female OPRs when available and would forward the customer's concerns to management. Information was forwarded to management and customer was satisfied.	Service Complaints - Miscellaneous

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523684	7/7/2014		Carey	Carey	Customer stated the OPR provided the incorrect information. Customer stated that someone attempted to call them through Relay and the OPR stated that the phone number did not exist.	7/24/2014	Customer Service apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - OPR Gave Wrong Information
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The complaints listed above are resolved with the exception of one equal access complaint in which the carrier involved is still working to become a carrier through relay.

Hamilton MassRelay CapTel FCC Complaint Report 6/1/2014 to 5/31/2015

Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Completed	Rep. Initials
534224	09/02/2014 09:36am	CapTel	Billing	N/A	Customer reported that her daughter received a default bill.	CSR discussed billing with the customer and took appropriate action. CSR registered the customer's long distance carrier preference accordingly.	09/05/2014 01:22pm	Over 48 hours	KA

Hamilton MassRelay FCC Complaint Report

06/01/2015 – 05/31/2016

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
790783	6/4/2015		STS	Carey	Carey	*Customer stated the OPR hung up on them.	6/4/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - OPR Hung Up on Caller
461278	6/5/2015	9146	STS	Carey	Carey	*Customer stated the OPR did not follow policy/procedure when instructed to dial a number from the customer's speed dial list.	7/7/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure
353379	6/7/2015		STS	Tyna	Tyna	*Customer stated the OPRs are not picking up the phone.	6/7/2015	Customer Care apologized and attempted to gather call information to see what the customer was experiencing. Customer became argumentative and hung up.	Service Complaints - Miscellaneous
353834	6/7/2015	9095	Voice	Tyna	Tyna	*Customer stated their STS call was handled improperly. The OPR was not listening and asked customer to repeat five times.	6/7/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - STS call Handling Problems
3098917	6/12/2015		STS	Dan	Dan	*Customer stated their STS call was handled improperly. Customer stated they requested that the OPR dial Directory Assistance. They asked if the OPR was there and held for a few minutes before the call was disconnected on them.	7/9/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - STS call Handling Problems
126381	6/12/2015	Sup Jonathan	STS	Dan	Dan	*Customer stated the Supervisor did not follow policy/procedure. Customer stated the supervisor told her she could only hold for 2 minutes when they have been told by management they are permitted to hold for 3 minutes.	8/19/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure
336493	6/13/2015		STS	Jenn	Jenn	*Customer stated there is a problem with Relay as everyone sounds like they are under water.	6/13/2015	Customer Care apologized and before call details or OPR numbers could be obtained, customer disconnected.	Technical Complaints - Miscellaneous

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
700331	6/20/2015		TTY	Carey	Carey	Customer stated they are receiving no answer whenever they dial into Relay.	6/25/2015	Customer Care apologized and stated information would be forwarded to the technical department; which discovered there was a high call volume that day. Customer was notified. Relay answered 77% within 10 for the day.	Technical Complaints - Busy Signal/Blockage
570177	6/22/2015		STS	Jenn	Jenn	*Customer stated their STS call was handled improperly and refused to give details.	6/22/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - STS call Handling Problems
568962	6/23/2015	9083M	STS	Dan	Dan	*Customer stated they asked the OPR to dial a number and the OPR inquired if the number was in the customer's speed dial list.	8/21/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Miscellaneous
222266	6/29/2015		STS	Scott	Scott	*Customer stated their STS call was handled improperly. Customer stated that the OPRs do not respond and refused to provide call details.	6/30/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - STS call Handling Problems
554334	6/30/2015		Voice	Dan	Dan	Customer stated when dialing the toll-free Relay number, they are being asked for their carrier. They have service through EarthLink and were told that company is not on the list as available for billing.	8/19/2015	Customer Care advised the customer to try dialing 7-1-1 to make sure the call connects to the workstation correctly; as EarthLink is a VoIP service provider. Customer Care referred the customer to contact EarthLink so that Relay may work with them to properly set up 7-1-1 translation. Customer Care set up a temporary workaround profile for the customer so that calls would process correctly. Customer understood. EarthLink contacted Relay and stated that the user's number provided was not a customer of EarthLink's. Workaround profile was removed by Relay and customer was notified.	External Complaints - Miscellaneous
440900	7/7/2015	9168	STS	Jennifer	Jennifer	*Customer stated their STS call was handled improperly. Customer said the OPR did not provide their ID number and did not process the call well.	9/17/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - STS call Handling Problems

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674343	7/8/2015	9004M	STS	Dan	Dan	*Customer stated their STS call was handled improperly. Customer stated when the call began, the OPR was not able to hear them. The customer stated the OPR's supervisor got on the line and was also not able to hear the customer.	8/19/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - STS call Handling Problems
755184	7/8/2015		STS	Jenn	Jenn	*Customer stated there is static on the line.	7/8/2015	Customer Care attempted to obtain call details, but the customer refused to provide any additional information and disconnected.	Technical Complaints - Miscellaneous
351864	7/10/2015		Voice	Carey	Carey	Representative from Lifeline Systems stated that when dialing 7-1-1 they are unable to place any calls. Customer stated that they use several different trunk numbers and at times their originating number will appear as a toll free number.	7/30/2015	Customer Care explained that the number they are calling from cannot appear as a toll free number as their call will not process correctly through Relay. Customer Care advised the representative that they can have their telephone administrator contact Relay and our technical department can work with them to resolve the issue. Representative stated that they will call back if they require further assistance. There has been no further contact from the customer.	Technical Complaints - Tech Issues 7-1-1 Problem
373459	7/10/2015		STS	Dan	Dan	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	7/10/2015	Customer Care apologized and advised that the STS service is experiencing high call volume at this time. Customer Care suggested the customer try placing their call again. Customer disconnected. The Relay answered 94% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
171740	7/23/2015	9168F	STS	Dan	Dan	*Customer stated when asked to dial a phone number, the OPR inquired if the number was in the customer's speed dial list.	8/4/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call and followed proper procedures for asking customer to repeat when not understood. Information was forwarded to management and CA did not receive refresher training as they had followed proper Relay procedure. Customer was notified.	Service Complaints - Miscellaneous
825834	7/24/2015		Voice	Dan	Dan	Customer stated the OPR stopped responding after their message was left and wanted to confirm if it went through.	7/24/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - OPR Hung Up on Caller

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300393	7/26/2015	9146F	STS	Dan	Dan	*Customer stated the OPR was asked to dial Directory Assistance and because the OPR did not spell out the listing to the Directory Assistance representative, the incorrect listing was obtained.	8/4/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and OPR received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Miscellaneous
601578	7/26/2015	4192	TTY	Scott	Scott	Customer stated the OPR did not keep them informed during their call.	8/4/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and OPR received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - OPR Didn't Keep User Informed
767498	7/27/2015	9086F	STS	Dan	Dan	*Customer stated their STS call was handled improperly. Customer stated the OPR was parroting them rather than revoicing actual conversation.	8/4/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and OPR received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - STS call Handling Problems
908317	7/30/2015		VCO	Tyna	Tyna	Customer stated the OPR provided the incorrect information.	7/30/2015	Customer Care apologized and attempted to obtain call information. Customer disconnected. Customer Care attempted to call the customer back and line was busy. Customer then called back into Customer Care in the meantime and reached another representative, but did not make mention of this issue. There has been no further contact from the customer in regards to this issue.	Service Complaints - OPR Gave Wrong Information
178541	7/30/2015		Voice	Tyna	Tyna	*Customer stated that they needed to make an important call and no one was answering.	9/14/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 98% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
605594	8/2/2015	4055	TTY	Lori	Lori	Customer stated the OPR hung up on them.	8/17/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and OPR received refresher training in regards to this issue. Customer was satisfied	Service Complaints - OPR Hung Up on Caller
827454	8/3/2015		STS	Tyna	Tyna	*Customer stated when calling Directory Assistance there was static on the line. Customer stated problem is with the Relay service.	8/3/2015	Customer Care apologized and advised information would be forwarded to technical department. Information was forwarded to the technical department, which determined there were no irregularities on the call and it appears that everything processed correctly. No static reported on the call. Customer was notified.	External Complaints - Miscellaneous

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362725	8/4/2015		Voice	Tyna	Tyna	Customer stated a problem with an OPR.	8/4/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer disconnected.	Service Complaints - Miscellaneous
311075	8/5/2015	9146	STS	Jenn	Jenn	*Customer stated the OPR had their voice muted and should never do that.	8/5/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer disconnected.	Service Complaints - Miscellaneous
372382	8/5/2015	9063	STS	Jenn	Jenn	*Customer stated the OPR did not follow policy/procedure.	8/5/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and OPR received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
464281	8/5/2015	9083M	STS	Dan	Dan	*Customer stated their STS call was handled improperly. Customer provided two different accounts of what occurred.	8/18/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - STS call Handling Problems
978831	8/8/2015		TTY	Jenn	Jenn	Customer stated the type they were receiving was getting cut off.	8/8/2015	Customer Care apologized and verified that the customer was not having that issue when connected with Customer Care. Customer Care stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Technical Complaints - Miscellaneous
675730	8/10/2015	9168	Voice	Tyna	Tyna	*Customer stated their STS call was handled improperly.	8/18/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and OPR received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - STS call Handling Problems
125000	8/19/2015		Voice	Tyna	Tyna	Customer stated when trying to call a specific telephone number they are reaching the Relay.	8/19/2015	Customer Care referred the customer to their telephone service provider in order to check about a call forwarding feature that may be active on their line. Customer was satisfied.	External Complaints - Miscellaneous

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752056	8/24/2015		STS	Jenn	Jenn	*Customer stated the Customer Care manager is not available to speak with customers.	8/24/2015	Customer Care apologized and forwarded the customer's complaint to management. Customer disconnected.	Service Complaints - Miscellaneous
7094088	8/26/2015	4032	TTY	Jenn	Jenn	Customer stated the OPR did not follow policy/procedure.	8/26/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure
248356	9/2/2015		Voice	Dan	Dan	Customer stated when dialing 7-1-1 through their work phone, they are receiving a busy signal.	9/2/2015	Customer Care discovered that the customer needed to use a 9 to get to an outside line. Customer Care provided the toll-free number for Relay and referred customer to their telephone administrator to check if 9-7-1-1 could be dialed from their office. Customer was satisfied.	External Complaints - Miscellaneous
602298	9/4/2015	9146	Voice	Tyna	Tyna	*Customer stated the OPR gave the customer a hard time and Supervisor was rude.	9/4/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management which discovered the customer was behaving inappropriately during the call and the OPR did not receive refresher training as they processed the call correctly. Customer was notified.	Service Complaints - Miscellaneous
982091	9/5/2015	4182	TTY	Jenn	Jenn	Customer stated the OPR hung up on them.	9/11/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which discovered the customer disconnected the call and not the OPR. Information was forwarded to management, but the OPR did not receive refresher training. Customer was notified.	Service Complaints - OPR Hung Up on Caller
265524	9/8/2015		STS	Carey	Carey	Customer stated they have experienced a long hold time/delay when connecting to the Relay.	9/12/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 84% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
890412	9/10/2015		VCO	Dan	Dan	Customer stated a number keeps calling them and when they call it back the recording states it is disconnected. Customer stated these calls are not happening through Relay.	9/10/2015	Customer Care referred the customer to their telephone service provider to have the number checked if this continues to be an issue. Customer understood.	External Complaints - Miscellaneous

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404709	9/11/2015		STS	Tina	Tina	*Customer stated that the Supervisor who handled their call was extremely rude and then disconnected them.	9/11/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified several calls at this time where the OPRs rang for a Supervisor, but the call was not disconnected by Relay. Information was forwarded to management and Supervisor received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Miscellaneous
669102	9/21/2015		STS	Jenn	Jenn	*Customer stated that they wanted a female CA and there were none available. Customer demanded that Relay hire more female CAs.	9/21/2015	Customer Care apologized and then customer disconnected. The customer's suggestion was forwarded to management.	Service Complaints - Miscellaneous
796033	9/25/2015		STS	Carey	Carey	*Customer stated that there is an issue with the audio and the OPR sounds distorted when calling STS Relay. Customer refused to provide any further details regarding the call.	9/25/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Technical Complaints - Tech Issues STS Problem
876705	9/25/2015	Lonnie	STS	Dan	Dan	*Customer stated the supervisor did not follow policy/procedure. Customer was told they could hold for 3 minutes for a female OPR and stated the supervisor hung up on them after 2 minutes.	10/12/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the supervisor had processed the call. Information was forwarded to management and supervisor received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
534390	9/26/2015		VCO	James	James	Customer stated they are hearing sounds on the line after call has ended and OPR is no longer on the line.	9/26/2015	Customer Care referred the customer to their telephone service provider to have someone check their telephone line. Customer was satisfied.	External Complaints - Miscellaneous
707561	9/28/2015		Voice	Dan	Dan	Customer stated they have a patient requesting a medical procedure be explained to them in person. Customer stated this is not really an office visit and wanted to know what they should do for providing an interpreter.	9/28/2015	Customer Care explained about the different face to face options they could use. Customer Care referred the Representative to Mass Commission for Deaf and Hard of Hearing and provided their telephone number. Customer understood.	External Complaints - Miscellaneous
9099888	10/1/2015	4025	TTY	Dan	Dan	Customer stated the OPR hung up on them.	11/18/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call, but did not disconnect the customer during the call. Information was forwarded to management, the OPR did not receive refresher training in regards to this issue. Customer was notified.	Service Complaints - OPR Hung Up on Caller

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184698	10/7/2015		TTY	Dan	Dan	Customer stated the OPR hung up on them.	1/26/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call, but did not disconnect the customer during the call. Information was forwarded to management, the OPR did not receive refresher training in regards to this issue. Customer was notified.	Service Complaints - OPR Hung Up on Caller
433788	10/13/2015		Voice	Tyna	Tyna	Customer's friend said the volume on their telephone is low and sometimes there is no dial tone.	10/13/2015	Customer Care was able to identify the problem may be with the customer's actual telephone line and not the TTY device and referred them to their telephone service provider. Customer was satisfied.	External Complaints - Miscellaneous
983834	10/14/2015	9086F	STS	Dan	Dan	Customer stated the OPR hung up on them.	2/22/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call, but there was a technical issue with the workstation. This issue was resolved promptly. Information was forwarded to management, the OPR did not receive refresher training in regards to this issue. Customer was notified.	Service Complaints - OPR Hung Up on Caller
409848	10/16/2015	9168	STS	Carey	Carey	*Customer stated the OPR did not follow policy/procedure. Customer stated the OPR refused to provide their OPR ID number. Customer then requested to be transferred to the Customer Care Supervisor's voicemail to leave a message regarding this.	11/16/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and OPR received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
488233	10/24/2015		Voice	Lonnie	Lonnie	*Customer called to file a complaint about the background noise at the business they were calling and feels Relay should call to discuss the problem.	10/25/2015	Customer Care apologized and advised the customer that Relay would not be able to control the background noise at the business. Customer was satisfied.	External Complaints - Miscellaneous
534654	10/27/2015	9083M	STS	Dan	Dan	*Customer stated their STS call was handled improperly. Customer stated they requested that the OPR dial a listing and they did not look in their speed dial for it.	11/11/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call, but did follow proper procedure when processing the call. Information was forwarded to management, the OPR did not receive refresher training in regards to this issue. Customer was notified.	Service Complaints - STS call Handling Problems
204731	10/28/2015	9019	STS	Jenn	Jenn	*Customer stated they had to ask the OPR three times for a listing and due to the OPR being sick, they could not hear the customer's instructions.	10/28/2015	Customer Care apologized and acquired call detail information. Information was forwarded to management, but the customer called back and stated they no longer wished to move forward with the complaint. Management was notified.	Service Complaints - Miscellaneous

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255999	11/3/2015	9285	STS	Mary	Mary	*Customer stated the Operator hung up on them.	11/19/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR did process the call; however, the OPR did not disconnect the call. Customer was notified.	Service Complaints - OPR Hung Up on Caller
884564	11/5/2015		Voice	Tyna	Tyna	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	11/5/2015	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 96% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
575475	11/11/2015		TTY	Jenn	Jenn	Customer stated the Operator hung up on them.	11/19/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department. Technical was unable to discover the call the customer was referring to. Customer was notified.	Service Complaints - OPR Hung Up on Caller
967390	11/12/2015	9070	STS	Jenn	Jenn	*Customer stated Supervisor was rude to them and disconnected their call.	11/13/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the Supervisor had handled the call. Information was forwarded to management, which determined that the Supervisor followed proper procedure. The call was disconnected due to no response from the customer.	Service Complaints - Miscellaneous
115560	11/17/2015		TTY	Dan	Dan	Customer stated the OPR did not keep them informed during their call. Customer stated the OPR did not inform the customer their message was being left.	11/27/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; but without call details no information could be located. Based on the information provided by the customer in other customer care calls, the technical department determined the issue to be with the customer's equipment. Customer was notified. Customer does not want to change equipment at this time.	Service Complaints - OPR Didn't Keep User Informed
449416	11/19/2015	1380	STS	Jenn	Jenn	*Customer stated when they dialed into the Massachusetts Relay they were connected with a Spanish Speaking Operator.	12/1/2015	Customer Care apologized and forwarded information to our technical department; Technical confirmed that this call went to the correct queue, but the OPR was logged into the incorrect queue and answered the call in Spanish. OPR was counseled and customer was satisfied.	Technical Complaints - Miscellaneous
878791	11/28/2015	9004	STS	Jenn	Jenn	*Customer stated the OPR did not follow policy/procedure. Customer stated when they requested a Supervisor the OPR repeatedly said "I don't have it".	12/1/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; Technical determined the call was disconnected due to no response. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure

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626592	12/2/2015	9146F	STS	Dan	Dan	*Customer stated their STS call was handled improperly. Customer stated the OPR got an incorrect listing from Directory Assistance and would not call back to get the correct one.	1/18/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure in regards to this issue. Customer was satisfied.	Service Complaints - STS call Handling Problems
744751	12/4/2015		VCO	Jenn	Jenn	Customer stated they were having issues with their equipment and their phone line and stated they would be contacting Verizon.	12/4/2015	Customer Care thanked customer for the call and provided information on possible causes for garbling. Customer understood.	External Complaints - Miscellaneous
860653	12/4/2015		Voice	Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls through Sprint Relay.	12/4/2015	Customer Care explained Mass Relay through Hamilton Relay was not affiliated with Sprint Relay service. Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Care also provided Sprint's Relay Customer Care toll-free access number for further assistance.	Service Complaints - Suspicious/Harassment Call
290201	12/5/2015		STS	Carey	Carey	*Customer stated that several OPRs dialed the incorrect number. Customer refused to provide call details.	12/5/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - OPR Misdialed Number
153007	12/7/2015		Voice	Janelle	Janelle	Representative from Mass EDP called on behalf of STS user to inform Relay that whenever STS Relay is used there is audio issues.	12/7/2015	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints - Miscellaneous
246593	12/12/2015		STS	Dan	Dan	*Customer stated that when dialing Directory Assistance through Relay they are reaching representatives in the Philippines. Customer requested that Relay fix the problem.	12/12/2015	Customer Care apologized and referred the customer to the AT&T Directory Assistance center to file a formal complaint. Customer understood.	External Complaints - Miscellaneous
253942	12/12/2015		TTY	Dan	Dan	Customer stated they had an issue with an OPR and then began to complain about garbling from Customer Care.	12/12/2015	Customer Care attempted to acquire call information and refer the customer to MASS EDP. Customer disconnected.	Technical Complaints - Miscellaneous

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396765	12/14/2015	9374F	STS	Dan	Dan	*Customer stated the OPR did not follow policy/procedure.	12/30/2015	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and OPR received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
765335	12/21/2015		Voice	Erica	Erica	Customer complained that their sister's VCO phone was not able to make calls.	12/21/2015	Customer Care acquired the contact information for the VCO user. Prior to Customer Care contacting the VCO user the customer called back to Customer Care and explained that the issue was resolved. Customer was satisfied.	Technical Complaints - Miscellaneous
849203	1/4/2016	4182	VCO	Jenn	Jenn	Customer stated the OPR did not follow policy/procedure by typing over them while they were speaking after the OPR gave a GA. Customer stated this happened several times.	1/14/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and OPR received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
132184	1/5/2016		STS	Dan	Dan	Customer stated they received a recording when dialing the toll free STS number which indicated their call could not be completed as dialed.	1/6/2016	Customer Care placed a test call to the toll free number; which was successful. Customer Care referred the customer to their telephone service provider for further assistance if the issue persists. Customer called their telephone service provider and was advised Relay has their telephone number blocked. Customer Care and technical reviewed the customer's information and did not discover any restrictions through Relay. Customer Care did a test call with the customer; which was successful. Customer was satisfied.	Technical Complaints - Miscellaneous
188996	1/5/2016		Voice	Tyna	Tyna	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	1/5/2016	Customer Care apologized to the customer and requested call detail information to forward to technical department. Customer refused repeatedly to provide requested information and stated "we need to hire more people". Customer disconnected. The Relay answered 92.3% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
238911	1/5/2016	9169M	STS	Dan	Dan	*Customer stated their STS call was handled improperly. Customer stated the OPR did not properly perform their job.	1/5/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined that the OPR followed proper procedure in regards to this issue. Customer was satisfied.	Service Complaints - STS call Handling Problems

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6009312	1/7/2016	9004M	STS	Dan	Dan	*Customer stated their STS call was handled improperly. Customer stated they were requesting that the OPR dial Directory Assistance to retrieve a listing and the OPR was asking the customer to repeat excessively.	2/11/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call but did follow proper procedure. Information was forwarded to management and OPR did not receive refresher training in regards to this issue. Customer was satisfied.	Service Complaints - STS call Handling Problems
576840	1/8/2016		STS	Jenn	Jenn	*Customer stated they are calling directory assistance and Verizon 4-1-1 is providing incorrect information. This only happens when they call through the Relay Service. Customer requested a call back from a Customer Care Manager.	1/8/2016	Customer Care explained to the customer if Verizon Directory Assistance is providing incorrect information they would need to contact Verizon directly as this is not an error with the Relay Service. Customer Care Manager contacted customer and explained that she needed to contact Verizon directly.	External Complaints - Miscellaneous
793814	1/8/2016		Voice	Dan	Dan	Customer stated their sister's phone line has been busy all day and inquired if Relay would be able to determine if there was an actual conversation occurring.	1/8/2016	Customer Care advised that we would be unable to determine if the phone is actually in use or not. Customer Care referred customer to telephone service provider for further assistance. Customer understood.	External Complaints - Miscellaneous
978455	1/9/2016		Voice	Erica	Erica	Customer stated unable to get through to family member on their TTY; line is always busy.	1/9/2016	Customer Care explained there would be no way for Relay to determine if a person was using the TTY at that time. Customer Care directed customer to telephone service provider for further assistance. Customer was satisfied.	External Complaints - Miscellaneous
7040683	1/9/2016	9373	STS	Erica	Erica	*Customer stated the OPR dialed the incorrect number and kept making mistakes.	1/28/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; which discovered OPR dialed the correct number to reach directory assistance. Customer did not want to receive notification.	Service Complaints - OPR Misdialed Number
407733	1/13/2016	9146	STS	Carey	Carey	*Customer stated the OPR did not follow policy/procedure.	2/9/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and OPR received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
539947	1/13/2016	4070	VCO	Jenn	Jenn	Customer stated the OPR did not follow policy/procedure.	2/9/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and OPR received refresher training in regards to this issue.	Service Complaints - Didn't Follow Policy/Procedure

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992651	1/14/2016		Voice	Tyna	Tyna	Representative stated when attempting to call a customer they are receiving a recording that says "the number cannot accept incoming calls".	1/14/2016	Customer Care explained that this is an operator generated recording and would be generated by telephone service provider. Representative understood.	External Complaints - Miscellaneous
282253	1/14/2016		STS	Jenn	Jenn	~Customer stated they had filed a complaint with the FCC and requested that specific information regarding this complaint be forwarded to a specific member of Management.	1/14/2016	Customer Care forwarded the customer's information to the appropriate member of management. Customer was satisfied.	External Complaints - Miscellaneous
766839	1/15/2016		Voice	Dan	Dan	Customer stated they are sometimes getting TTY tones when dialing 7-1-1.	1/15/2016	Customer Care determined the customer did not have a profile and offered to establish one for the customer. Customer Care gathered the customer's information and forwarded it to the technical department. Profile was implemented. Customer was satisfied.	Technical Complaints - Miscellaneous
929845	1/15/2016		TTY	Dan	Dan	Customer stated the person they called disconnected and that it must have been the OPR's fault.	1/15/2016	Customer Care explained that the OPR does not have control over whether or not their party remains on the line. Customer stopped responding. Customer Care disconnected.	External Complaints - Miscellaneous
254962	1/16/2016	9374	STS	Lonita	Lonita	Customer stated their STS call was handled improperly. Customer refused to provide call details.	1/16/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - STS call Handling Problems
950301	1/19/2016		STS	Janelle	Janelle	*Customer stated the CA did not follow instructions.	1/19/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints - Miscellaneous
218719	1/20/2016		Voice	Tyna	Tyna	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	1/20/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 95% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
604523	1/22/2016		Voice	Tyna	Tyna	*Customer stated the OPR did not keep them informed during their call.	1/30/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which discovered this was a technical issue with the OPR workstation. The technical issues was resolved promptly. Customer was satisfied.	Technical Complaints - Tech Issues STS Problem

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755565	1/22/2016		STS	Matt	Matt	*Customer asked to speak to Customer Care Manager.	1/22/2016	*Customer Care Manager answered the call. Customer refused to provide any call information or to be forwarded to Customer Care Representative to file a complaint. Customer disconnected.	Service Complaints - Miscellaneous
878452	1/22/2016	9014	STS	Jenn	Jenn	*Customer stated a Supervisor hung up on them.	1/22/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer disconnected.	Service Complaints - OPR Hung Up on Caller
499359	1/24/2016		TTY	Dan	Dan	Customer inquired about a number that had appeared on their caller id for their mobile phone. Customer wanted to know who the number belonged to.	1/24/2016	Customer Care advised the customer that Relay would not have any information on who called them. Customer Care suggested the customer contact Directory Assistance or their cellular service provider for more information about the number they were referring to. Customer became upset and disconnected.	External Complaints - Miscellaneous
957015	1/25/2016		STS	Matt	Matt	*Customer called Customer Care to inquire about the training Relay OPR's receive. Customer requested to speak to the Customer Care Manager.	1/25/2016	Customer Care Manager spoke to customer. Customer was expressing general dissatisfaction with the way STS was being handed, no specific complaints were voiced. Customer Care Manager offered to transfer the customer back to the representative to file a complaint. Customer disconnected.	Service Complaints - Miscellaneous
399910	1/25/2016		TTY	Erica	Erica	Customer stated the Operator hung up on them.	1/25/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer disconnected.	Service Complaints - OPR Hung Up on Caller
962593	1/26/2016		TTY	Tyna	Tyna	Customer stated is unable to reach directory assistance TTY line; on hold for long hold time.	1/26/2016	Customer Care asked if they were dialing through Relay or direct to directory assistance. Customer stated they were dialing direct to directory assistance. Customer Care explained that they are not affiliated with 411. Customer was satisfied.	External Complaints - Miscellaneous
506236	1/27/2016		STS	Jenn	Jenn	Customer stated that when calling 7-1-1 to reach Relay they are receiving a fast busy signal.	1/27/2016	Customer Care apologized and gathered call detail information to forward to the technical department. Technical department was aware of the intermittent service interruption and resolved the issue. Customer Care suggested that the customer attempt their call again. Customer was satisfied.	Technical Complaints - Tech Issues 7-1-1 Problem

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515629	1/27/2016		STS	Janelle	Janelle	Customer stated that when calling 7-1-1 to reach Relay they are receiving a fast busy signal.	1/27/2016	Customer Care apologized and gathered call detail information to forward to the technical department. Technical department was aware of the intermittent service interruption and resolved the issue. Customer Care suggested that the customer attempt their call again. Customer was satisfied.	Technical Complaints - Tech Issues 7-1-1 Problem
969574	1/29/2016		Voice	Janelle	Janelle	*Customer stated there was no answer when dialing MASS STS Relay.	1/29/2016	Customer Care apologized and advised that Relay was experiencing a higher than normal call volume and advised customer to try their call again shortly. Relay answered 95% within 10 seconds for the day.	Service Complaints - Ringing/No Answer
480489	2/3/2016		STS	Carey	Carey	*Customer was upset because the previous Customer Care representative asked for their name when they called to make an update to their profile.	2/3/2016	Customer Care explained that it is standard procedure to ask for the customer's name, phone number and CPNI verification when updating a customer profile. Customer became upset and directed inappropriate comments toward Customer Care. Customer Care transferred the call to the Customer Care manager.	Service Complaints - Miscellaneous
3051757	2/5/2016		STS	Carey	Carey	*Customer stated that when calling into the STS toll free access number, a strange noise is coming on the line. Customer stated that the line is broken. Customer refused to provide call details.	2/5/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer Care did place several test calls to STS Relay, which were successful.	Technical Complaints - Miscellaneous
653136	2/6/2016		STS	Jenn	Jenn	*Customer stated that the Verizon Directory Assistance Reps were very rude to her.	2/6/2016	Customer Care referred the customer to Verizon. Customer demanded the complaint be forwarded to management. Customer's complaint was forwarded. Customer was satisfied.	External Complaints - Miscellaneous
874155	2/8/2016		STS	Erica	Erica	*Customer stated they were unable to hear the OPR who processed their call.	2/8/2016	Customer Care apologized for the issue and took down information to forward to management. Customer Care advised that speaking while the OPR was speaking would result in loss of volume. Customer was satisfied.	Technical Complaints - Miscellaneous
247872	2/9/2016		STS	Erica	Erica	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	2/16/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 98% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
514874	2/9/2016		TTY	Jenn	Jenn	Customer stated the operator hung up on them.	2/16/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed proper procedure in regards to this issue.	Service Complaints - OPR Hung Up on Caller

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246865	2/11/2016		STS	Mary	Mary	~Customer stated they have experienced a long hold time/delay when connecting to the Relay.	2/16/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 93% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
643167	2/11/2016	Sam (as Sup)	TTY	Dan	Dan	~Customer stated they wanted a "gentle complaint" filed against the supervisor. Customer felt that though the supervisor was trying to be helpful, it came off as though they were being talked down to.	2/18/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the Supervisor had processed the call. Information was forwarded to management and Supervisor received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Miscellaneous
541977	2/13/2016		TTY	Janelle	Janelle	Customer stated operator got very uncomfortable with the subject of the relay call.	2/13/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too.	Service Complaints - Miscellaneous
250874	2/15/2016		STS	Erica	Erica	~Customer stated having problems with STS line.	2/15/2016	Customer Care provided troubleshooting tips to the customer. Customer Care conducted a test call to ensure the line was operating properly. Customer's line was working and Customer was satisfied.	Technical Complaints - Tech Issues STS Problem
922500	2/16/2016		Voice	Tyna	Tyna	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	2/17/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 99.5% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
9080301	2/16/2016		STS	Dan	Dan	~Customer stated they wanted to report an issue with Directory Assistance.	2/16/2016	Customer Care advised the customer they would need to file that complaint with Directory Assistance. Customer became extremely abusive and disconnected.	External Complaints - Miscellaneous
599593	2/17/2016		STS	Jenn	Jenn	~Customer made a general complaint that the operators are speaking too fast.	2/17/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too.	Service Complaints - Miscellaneous
176094	2/20/2016		STS	Mary	Erica	~Customer wanted to add information to standing complaint filed with FCC against directory assistance.	2/20/2016	~Customer Care obtained information which was forwarded to upper management.	Service Complaints - Miscellaneous
171576	2/20/2016		STS	Erica	Erica	*Customer stated when attempting to dial directory assistance, the line is connected with someone in the Philippines.	2/20/2016	Customer Care obtained information and suggested the customer file a complaint with Directory Assistance. Customer disconnected.	Technical Complaints - Miscellaneous

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171688	2/20/2016		STS	Erica	Erica	*Customer stated the directory assistance operators continue to hang up on them.	2/20/2016	Customer Care obtained call information to be forwarded to management. Customer Care advised the customer to contact Directory Assistance to file a complaint. Customer disconnected.	Service Complaints - Miscellaneous
171827	2/20/2016		STS	Erica	Erica	*Customer stated directory assistance continues to hang up on them.	2/20/2016	Customer Care obtained call information to be forwarded to management. Customer Care advised the customer to contact Directory Assistance to file a complaint. Customer disconnected.	Service Complaints - Miscellaneous
630675	2/23/2016		TTY	Carey	Carey	~Customer was upset that the profile was not showing up at the relay workstation when calling from a hospital.	2/23/2016	Supervisor explained that profile information is based on a specific phone number, and offered to transfer the customer to Customer Care to establish a PIN to access profile remotely. Customer declined.	Service Complaints - Miscellaneous
712954	2/23/2016	9168	Voice	Janelle	Janelle	*Customer stated the Operator hung up on them.	2/23/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints - OPR Hung Up on Caller
284448	2/24/2016		Voice	Tyna	Tyna	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	2/25/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer stated this was not an answer and demanded to know why no one was answering. Customer Care attempted to obtain call time information but customer disconnected. The Relay answered 96.6% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
862345	2/25/2016	9146F	STS	Dan	Dan	*Customer stated the OPR did not follow policy/procedure.	2/29/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and OPR received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
571798	2/26/2016		Voice	Dan	Dan	Customer stated they have been receiving suspicious telephone calls through the relay.	2/26/2016	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Care explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.	Service Complaints - Suspicious/Harassment Call
584155	2/26/2016		TTY	Dan	Dan	Customer stated they had an issue with a representative from Directory Assistance.	2/26/2016	Customer Care advised the customer that they would need to file their complaint with Directory Assistance. Customer understood.	External Complaints - Miscellaneous

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842780	2/29/2016	4138M	TTY	Dan	Dan	Customer stated when attempting to leave a voicemail for their party, the OPR told the customer to retype their entire message.	3/1/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and OPR received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Miscellaneous
428544	3/5/2016	4088	TTY	Dan	Dan	Customer stated the OPR did not follow policy/procedure.	3/7/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure and the OPR did not receive refresher training in regards to this issue.	Service Complaints - Didn't Follow Policy/Procedure
732371	3/9/2016	9146	Voice	Tyna	Tyna	* Customer stated the OPR was disengaged and having a conversation when answering the line.	3/9/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Miscellaneous
702272	3/10/2016	9004	Voice	Janelle	Janelle	*Customer stated OPR did not listen well.	4/18/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and OPR received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Miscellaneous
383365	3/11/2016	9146	Voice	Janelle	Janelle	*Customer stated they were upset because OPR asked for spelling of a word and called supervisor.	3/11/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints - Miscellaneous
489683	3/11/2016		STS	Erica	Erica	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	3/15/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 90.7% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
676862	3/12/2016		STS	Tyna	Tyna	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	3/14/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 94.1% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect

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743612	3/12/2016	9169 and Supv	TTY	Tyna	Tyna	~Customer stated the OPR and supervisor lied about them.	3/24/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was satisfied.	Service Complaints - Miscellaneous
964742	3/13/2016		TTY	Tyna	Tyna	Customer inquired if a long distance code is needed when making calls from a landline.	3/13/2016	Customer Care explained how long distance calls are made and billed through Relay and offered to set up a profile. Customer stated they have no problems making long distance calls through Relay but when dialing long distance without Relay calls will not go through without a code. Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.	External Complaints - Miscellaneous
287992	3/15/2016		STS	Janelle	Janelle	*Customer requested to file a complaint. No details given.	3/15/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints - Miscellaneous
295403	3/16/2016		Voice	Dan	Dan	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	3/16/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 96.1% within 10 seconds for the day.	Technical Complaints - Long Hold Time/Disconnect
847204	3/17/2016		Voice	Janelle	Janelle	*Customer requested to file a general complaint.	3/17/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints - Miscellaneous
356486	3/18/2016		Voice	Janelle	Janelle	*Customer called to complain that another OPR was not available to take their call.	3/18/2016	Customer Care apologized and explained that the call is routed to the next available OPR and that they can be transferred to a preferred OPR if they are available. Customer was satisfied.	Service Complaints - Miscellaneous
630264	3/18/2016		Voice	Janelle	Janelle	*Customer requested to file a complaint with directory assistance.	3/18/2016	Customer Care advised customer that they would need to file the complaint directly to directory assistance. Customer understood.	External Complaints - Miscellaneous

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8002637	3/20/2016	9146	STS	Jacob F	Jacob F	*Customer stated the OPR did not follow policy/procedure by not retaining information during their call.	3/22/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; Technical and management determined the Opr did process the call and followed policy/procedure. Opr did not receive refresher training.	Service Complaints - Didn't Follow Policy/Procedure
276105	3/22/2016		Voice	Tyna	Tyna	Customer's mother stated the hearing impaired devices are not working.	3/22/2016	Customer Care apologized and was able to determine the problem was with the telephone lines. Customer Care referred the customer to their telephone service provider. Customer was satisfied.	External Complaints - Miscellaneous
541953	3/22/2016		STS	Erica	Erica	*Customer stated there was something wrong with the Mass STS line.	3/22/2016	Customer Care placed a test call to the Mass STS line and did not experience any issues. Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Technical Complaints - Miscellaneous
597951	3/24/2016		Voice	Tyna	Tyna	*Customer stated Customer Care needs to train the OPRs to look at the customer's speed dial when making calls.	3/24/2016	Customer Care apologized and attempted to obtain information regarding the customer's complaint. Customer stated the OPR should know to always look at their speed dials. Customer Care advised information would be forwarded to management. Customer Care noted in customer's profile to look in speed dials before asking for a number. Customer was satisfied.	Service Complaints - Miscellaneous
207356	3/25/2016	9042	STS	Jenn	Jenn	*Customer stated the Supervisor hung up on them when they requested a different Operator.	3/25/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - OPR Hung Up on Caller
934668	3/28/2016	4043	VCO	Jenn	Jenn	Customer stated the Operator hung up on them.	3/29/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; technical determined volume dropped in the middle of the call and the customer disconnected. OPR did not receive refresher training.	Service Complaints - OPR Hung Up on Caller

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288941	3/31/2016	9012	STS	Jenn	Jenn	*Customer stated the Supervisor did not follow policy/procedure.	4/1/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints - Didn't Follow Policy/Procedure
325983	3/31/2016		STS	Erica	Erica	*Customer stated there were no female OPRs to take their call.	3/31/2016	Customer Care apologized and explained that due to high call volume no female CA was available at the time of the request. Customer Care suggested the customer try their call again. Customer was satisfied.	Service Complaints - Miscellaneous
313803	3/31/2016		STS	Dan	Dan	*Customer stated they provided the OPR with a number to dial and the OPR inquired if the number was in their speed dial list. Customer stated the OPR should not ask that and should just look at the speed dial list.	4/8/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - Miscellaneous
369284	3/31/2016	9381	STS	Erica	Erica	*Customer stated the OPR asked if the listing for directory assistance was in the customer's speed dial list.	4/8/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints - Miscellaneous
160406-000079	4/6/2016	1248F and Sup	STS	Dan	Dan	Customer stated the OPR did not follow policy/procedure.	4/6/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and OPR and Supervisor received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Didn't Follow Policy/Procedure
160412-000074	4/12/2016		STS	Carey	Carey	Customer stated their STS call was handled improperly. Customer refused to provide call details.	4/12/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints - STS call Handling Problems
160414-000000	4/14/2016		STS	Erica	Erica	Customer wished to file a complaint against an OPR but did not provide details.	4/14/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer disconnected.	Service Complaints - Miscellaneous

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160415-000109	4/15/2016	4065	TTY	Jenn	Jenn	Customer stated the Operator hung up on them.	4/20/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed proper procedure. OPR did not receive refresher training.	Service Complaints - OPR Hung Up on Caller
160421-000114	4/21/2016		STS	Dan	Dan	Customer stated they were having an issue dialing an international number. Customer was not completely sure if the first number tried was missing a digit.	4/21/2016	Customer Care suggested the customer try the number again with the additional digit. Customer stated they would call back if there were any further issues. Customer was satisfied. There has been no further contact from customer.	External Complaints - Miscellaneous
160425-000115	4/25/2016		VCO	Dan	Dan	Customer stated the OPR did not follow policy/procedure.	4/25/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too.	Service Complaints - Didn't Follow Policy/Procedure
160426-000094	4/26/2016	9034	STS	Erica	Erica	*Customer called to complain but only provided an OPR number and did not provide any further details.	4/26/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer disconnected.	Service Complaints - Miscellaneous
160503-000014	5/3/2016	1248	STS	Tyna	Tyna	*Customer stated their STS call was handled improperly. The Opr did not write down the numbers obtained.	5/3/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and OPR received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - STS call Handling Problems
160503-000018	5/3/2016		Voice	Janelle	Janelle	*Customer stated that Supervisor was rude to them.	5/3/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints - Miscellaneous
160507-000020	5/7/2016		Voice	Janelle	Janelle	*Customer requested to file a complaint against Directory Assistance.	5/7/2016	Customer Care informed customer that they would need to contact Directory Assistance to file the complaint. Customer understood.	External Complaints - Miscellaneous
160516-000126	5/16/2016		STS	Erica	Erica	*Customer stated Directory Assistance is hanging up on the customer and will not provide an operator number or connect to a supervisor.	5/16/2016	Customer Care informed customer that they would need to contact Directory Assistance to file the complaint. Customer understood.	External Complaints - Miscellaneous

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
160517-000019	5/17/2016	9215	Voice	Janelle	Janelle	*Customer stated operator did not follow instructions.	5/17/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - Miscellaneous
160517-000105	5/17/2016	9034F	STS	Dan	Dan	Customer stated their STS call was handled improperly. Customer stated the OPR did not follow instructions listed in their profile.	5/18/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints - STS call Handling Problems
160520-000086	5/20/2016		Voice	Janelle	Janelle	*Customer stated they were frustrated with an OPR.	5/20/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints - Miscellaneous
160520-000115	5/20/2016		STS	Dan	Dan	Customer stated their STS call was handled improperly. Customer refused to provide call details.	5/20/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints - STS call Handling Problems
160523-000143	5/23/2016		Voice	Dan	Dan	Customer stated when attempting to dial their mother, who does not use Relay, they are reaching Relay.	5/23/2016	Customer Care referred the customer to the telephone service provider for further assistance. Customer was satisfied.	External Complaints - Miscellaneous
160523-000149	5/23/2016		Voice	Erica	Erica	Verizon representative stated that whenever their customer dials to a specific number that they are connected to Mass Relay.	5/23/2016	Customer Care confirmed that the number did not have a profile associated with it and suggested a routing issue with Verizon. Verizon representative understood.	External Complaints - Miscellaneous
160524-000068	5/24/2016		Voice	Tyna	Tyna	*Customer demanded to speak with the Customer Care Manager.	5/24/2016	Customer Care apologized the manager was not available at that time and offered assistance. Customer began yelling and disconnected.	Service Complaints - Miscellaneous
160524-000072	5/24/2016		Voice	Tyna	Tyna	*Customer stated their STS call was handled improperly. Customer refused to provide call details.	5/24/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer disconnected.	Service Complaints - STS call Handling Problems

Inquiry ID	Inquiry Date	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
160524-000077	5/24/2016		STS	Tyna	Tyna	*Customer complained that the OPR processing the call was not following their instructions on profile.	5/24/2016	Customer Care attempted to provide assistance, get a supervisor and new OPR on the line. Customer had requested a profile update regarding the issue and Customer Care advised would take up to 24 hours to update and advised the customer to provide the OPR with the instructions until the profile update is reflected in the system. Customer would not take any assistance.	Service Complaints - Miscellaneous
160525-000056	5/25/2016		Voice	Janelle	Janelle	Customer stated that calls to their business line were being routed to the Relay.	5/25/2016	Customer Care referred the customer to contact their telephone service provider for further assistance. Customer was satisfied.	External Complaints - Miscellaneous
160527-000057	5/27/2016		Voice	Tyna	Tyna	Customer stated when placing a call through Relay the called party is not answering.	5/27/2016	Customer Care apologized and explained if call is able to be made to Relay but the called party is not answering their line it would not be an issue with the Relay service. Customer was able to complete calls to other parties.	External Complaints - Miscellaneous
160527-000059	5/27/2016		STS	Jenn	Jenn	*Customer stated they were not able to get through to a STS Operator.	5/27/2016	Customer provided no call details. However, Customer Care did place a test call to the MASS STS line; which was successful and a STS operator was successfully reached. The Relay answered 97.3% within 10 seconds for the day.	Service Complaints - Miscellaneous
160527-000094	5/27/2016		TTY	Erica	Erica	Customer stated the Operator hung up on them.	5/31/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints - OPR Hung Up on Caller
160529-000013	5/29/2016		TTY	Dan	Dan	Customer stated the Operator hung up on them.	5/29/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not received refresher training in regards to this issue.	Service Complaints - OPR Hung Up on Caller
160530-000039	5/30/2016		Voice	Erica	Erica	Customer stated when dialing to a facility not associated with Relay, the line routes to Mass Relay.	5/30/2016	Customer Care referred the customer to the telephone company of the facility. Customer understood.	External Complaints - Miscellaneous
160531-000051	5/30/2016	4692	STS	Michelle	Michelle	Customer stated their STS call was handled improperly. Customer stated the OPR did not respond to them during the call.	5/31/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer disconnected.	Service Complaints - STS call Handling Problems

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160601-000004	6/1/2016		Tyna	Tyna	*Customer stated they have experienced a long hold time/delay when connecting to Relay.	6/1/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Relay answered 98.8% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect
160607-000117	6/7/2016	9381	Erica	Erica	*Customer stated the OPR would not answer questions asked by the customer.	6/8/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed proper call procedure. No action was taken with the OPR. Customer was satisfied.	Service Complaints	Miscellaneous
160608-000095	6/8/2016		Janelle	Janelle	*Customer stated OPR did not follow instructions.	6/8/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Miscellaneous
160610-000018	6/10/2016		Tyna	Tyna	*Customer stated their STS call was handled improperly when the OPR did not obtain the correct information.	6/10/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined that the CA did follow proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
160610-000062	6/10/2016	9025	Tyna	Tyna	*Customer stated the OPR did not follow policy/procedure.	6/13/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and OPR received refresher training in regards to this issue. Customer was satisfied.	Service Complaints	Didn't Follow Policy/Procedure
160610-000073	6/10/2016		Janelle	Janelle	*Customer stated the OPR did not keep them informed during their call.	6/10/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	OPR Didn't Keep User Informed

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160610-000080	6/10/2016	9146	Tyna	Tyna	*Customer stated their STS call was handled improperly. Customer stated the OPR refused to provide their ID and did not follow instructions.	6/13/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined that the OPR did follow proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
160612-000015	6/12/2016		Jenn	Jenn	*Customer stated that directory assistance wasn't working properly and requested Customer Care manager's voicemail.	6/12/2016	Customer Care referred the customer to Directory Assistance Customer Service. The customer was transferred to the Customer Care Managers voicemail but they disconnected without leaving a message.	External Complaints	Miscellaneous
160614-000006	6/14/2016		Tyna	Tyna	*Customer stated there we no female OPRs available and management needs to hire more female OPRs.	6/14/2016	Customer Care apologized and explained that calls are handled by the next available OPR and all attempts are made to provide the requested OPRs for the customer's needs. Customer disconnected.	Service Complaints	Miscellaneous
160616-000057	6/16/2016		Carey	Carey	Customer stated they believe there are many issues with the FCC and wished to file a complaint not against Relay.	6/16/2016	Customer Care referred the customer to the FCC and provided the toll free TTY telephone number. Customer was satisfied.	External Complaints	Miscellaneous
160617-000050	6/17/2016		Janelle	Janelle	*Customer stated they wanted to file a complaint.	6/17/2016	Customer Care apologized and requested further information. Customer disconnected before any information could be gathered.	Service Complaints	Miscellaneous
160618-000002	6/18/2016	9251	Brandon	Erica	*Customer stated the OPR was delayed in responding and at times completely unresponsive.	6/20/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed proper procedure. Information was forwarded to management and no action was taken with the OPR. Customer was satisfied.	Service Complaints	Miscellaneous
160620-000124	6/20/2016		Dan	Dan	*Customer stated they have experienced a long hold time/delay when connecting to the Relay.	6/20/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Relay answered 98% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect

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160622-000091	6/22/2016		Janelle	Janelle	*Customer stated they wanted to file a complaint.	6/22/2016	Customer Care attempted to obtain more information. Customer would not provide further information. Customer disconnected.	Service Complaints	Miscellaneous
160629-000108	6/29/2016		Dan	Dan	Customer stated they are trying to turn off their caller ID blocker by having the OPR dial *82 and it is not working.	6/29/2016	Customer Care explained that the customer would need to dial *82 before dialing to connect to Relay. Customer understood.	External Complaints	Miscellaneous
160630-000021	6/30/2016	9146	Jenn	Jenn	*Customer stated the OPR did not follow policy/procedure.	7/1/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed proper call procedure. The OPR did not receive refresher training in regards to this issue. Customer was satisfied.	Service Complaints	Didn't Follow Policy/Procedure
160701-000023	7/1/2016		Tyna	Tyna	*Customer stated they have experienced a long hold time/delay when connecting to Relay.	7/1/2016	Customer Care apologized and gathered call detail information to forward to the technical department. Technical department was aware of the intermittent service interruption and has resolved the issue. Customer Care suggested that the customer attempt their call again. Customer was satisfied. Relay answered 94.7% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect
160706-000065	7/6/2016		Jenn	Jenn	Customer stated they have experienced a long hold time/delay when connecting to Relay.	7/6/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Relay answered 95.3% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect
160711-000065	7/11/2016		Janelle	Janelle	*Customer stated that supervisor informed them that their profile was erased.	7/12/2016	Customer Care apologized and acquired call detail information. Customer Care verified that the customer's profile was still in the database. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined that the OPR and Supervisor followed proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	Miscellaneous

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160711-000078	7/11/2016		Janelle	Janelle	*Customer requested to file a complaint.	7/11/2016	Customer Care attempted to obtain call information. Customer did not provide call details. Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Miscellaneous
160715-000049	7/15/2016		Jenn	Jenn	*Customer stated their phone number is listed as a private number, however identifies to Mass Relay and to the people they are calling.	7/15/2016	Customer requested this information be forwarded to management and disconnected the call before Customer Care could refer them to their phone service provider. Customer's concern was forwarded to management.	External Complaints	Miscellaneous
160721-000008	7/21/2016		Tyna	Tyna	*Customer stated their STS call was handled improperly as the OPRs were giving different state greetings.	7/21/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	STS Call Handling Problems
160721-000088	7/21/2016	9075 F	Tyna	Tyna	Customer stated their STS call was handled improperly the OPR would not revoice as instructed.	7/21/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined that the OPR did follow proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
160722-000009	7/22/2016		Carey	Carey	Customer stated they have been receiving suspicious telephone calls through Relay.	7/22/2016	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Care explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.	Service Complaints	Suspicious/Harassment Call
160723-000015	7/23/2016		Jenn	Jenn	*Customer stated that a company they are trying to reach is having issues with their phone lines.	7/23/2016	Customer Care referred the customer to the company for further assistance. Customer was satisfied.	External Complaints	Miscellaneous

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160724-000014	7/24/2016	4170	Jenn	Jenn	Customer stated the OPR hung up on them.	7/25/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined that the OPR did follow proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	OPR Hung Up on Caller
160730-000023	7/30/2016		Janelle	Janelle	*Caller was upset that Customer Care Representative did not provide Customer Care Manager's schedule.	7/30/2016	Customer Care apologized and advised that this information would be forwarded to the manager who acknowledged its receipt. Customer was satisfied.	Service Complaints	Miscellaneous
160802-000078	8/2/2016		Dan	Dan	*Customer stated the OPR hung up on them.	8/3/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	OPR Hung Up on Caller
160805-000034	8/5/2016		Tyna	Tyna	Customer stated when calling STS the OPRs are unable to hear them.	8/9/2016	Customer Care apologized an attempted to obtain call details. Information was forwarded to technical which determined multiple calls were processed on date in question with multiple OPRs. Two calls were identified as problems with the customer's telephone line/connection. Customer was advised at the time of those calls to dial back into Relay for a better connection. Customer was satisfied.	Technical Complaints	Tech Issues STS Problem
160809-000003	8/9/2016	9379	Mollie	Mollie	*Customer stated the OPR did not follow policy/procedure.	8/10/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management ; which determined that the OPR did follow proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	Didn't Follow Policy/Procedure
160809-000048	8/9/2016		Carey	Carey	*Customer stated they have experienced a long hold time/delay when connecting to Relay.	8/10/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Relay answered 99.5% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
160810-000023	8/10/2016		Carey	Carey	*Customer stated their STS call was handled improperly. Customer became argumentative with Customer Care and refused to provide call details. Customer then asked to speak to a Supervisor.	8/10/2016	Customer Care transferred the call to the Customer Care Supervisor, whom apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too.	Service Complaints	STS Call Handling Problems
160810-000024	8/10/2016	9388	Tyna	Tyna	*Customer stated their STS call was handled improperly and stated the OPR asked to clarify if the number to dial was in their speed dial.	8/11/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined that the OPR did follow proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
160810-000026	8/10/2016		Tyna	Tyna	*Customer requested to file a general complaint against Relay.	8/10/2016	Customer Care gathered the customer's information and advised management would be notified. Management acknowledged receipt of the information. Customer was satisfied.	Service Complaints	Miscellaneous
160810-000027	8/10/2016	9022	Tyna	Tyna	*Customer stated their STS call was handled improperly the OPR did not provide the number customer requested from their speed dial.	8/11/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined that the OPR did follow proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
160810-000025	8/10/2016		Janelle	Janelle	*Customer stated that the OPR did not follow instructions.	8/10/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Miscellaneous
160810-000073	8/10/2016	9388	Dan	Dan	*Customer stated the OPR did not follow policy/procedure.	8/12/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	Didn't Follow Policy/Procedure

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160810-000074	8/10/2016	9236	Dan	Dan	*Customer stated the OPR did not follow policy/procedure.	8/11/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Didn't Follow Policy/Procedure
160815-000024	8/15/2016		Tyna	Tyna	~Customer stated their STS call was handled improperly.	8/23/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR/Supervisor had processed the call. Information was forwarded to management; which determined that the OPR/Supervisor did not follow proper procedure. OPR/Supervisor did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
160817-000025	8/17/2016		Tyna	Tyna	Customer stated they are unable to place a long distance call through Relay.	8/17/2016	Customer Care discovered the long distance provider is not yet participating with Relay. Customer Care requested contact information for the telephone service provider and stated Relay would contact the provider to get them to become a participating provider with Relay. Customer stated they may be looking to change carriers in order to place calls to their clients and would call back when they have more information. Customer was satisfied. Customer returned a call and set up a new profile in March of 2017. (Ref # 170307-000061)	Technical Complaints	Carrier Choice Not Available
160818-000083	8/18/2016		Erica	Erica	*Customer requested a different member of Customer Care.	8/18/2016	Customer Care stated they were able to assist and customer disconnected.	Service Complaints	Miscellaneous
160820-000009	8/20/2016	9146	Dan	Dan	*Customer stated they did not want their calls routed to a specific OPR anymore.	8/20/2016	Customer Care explained that we are not able to have calls routed to exclude a specific OPR. Customer stated they wanted to file a second complaint against the OPR instead; however, customer disconnected without providing call details.	Service Complaints	Miscellaneous
160822-000111	8/22/2016		Erica	Erica	*Customer stated they have experienced a long hold time/delay when connecting to Relay.	8/23/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Relay answered 94.4% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect

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160823-000066	8/23/2016	9108	Dan	Dan	*Customer stated the OPR provided the incorrect information.	8/29/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	OPR Gave Wrong Information
160823-000073	8/23/2016	9381	Dan	Dan	*Customer stated their STS call was handled improperly. Customer stated the OPR did not find the listing they were requesting in their speed dial list.	8/25/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
160823-000101	8/23/2016	9381	Dan	Dan	*Customer stated the OPR dialed the incorrect number.	8/30/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and OPR received refresher training in regards to this issue. Customer was satisfied.	Service Complaints	OPR Misdialed Number
160823-000102	8/23/2016		Dan	Dan	*Customer stated they have experienced a long hold time/delay when connecting to Relay.	8/23/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Relay answered 96.1% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect
160824-000035	8/24/2016	9108	Jenn	Jenn	*Customer stated there was static on the line and the OPR could not hear them.	8/24/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified when the OPR processed the call there was static on the customer's end of the line. Customer was referred to their phone service provider. Customer understood.	Technical Complaints	Miscellaneous
160826-000032	8/26/2016	9034 or 9146	Carey	Carey	Customer stated their STS call was handled improperly. Customer stated that the OPR became unresponsive during the call.	8/30/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; and OPR received refresher training in regards to this issue. Customer was satisfied.	Service Complaints	STS Call Handling Problems

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160827-000009	8/27/2016		Sam	Sam	Customer stated being asked for a billing method to place a call which should not be long distance.	8/27/2016	Customer Care explained how long distance calls are made/billed through Relay and referred the customer to their telephone service provider for further questions regarding long distance charges. There has been no additional follow up from the customer. Customer understood.	External Complaints	Miscellaneous
160901-000036	9/1/2016	1330	Jenn	Jenn	*Customer stated the OPR did not follow policy/procedure.	9/1/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Didn't Follow Policy/Procedure
160905-000025	9/5/2016		Tyna	Tyna	*Customer stated when dialing STS they are getting a weird noise.	9/5/2016	Customer Care attempted to obtain call details but customer did not know what number they were using to reach STS. Customer Care placed a test call and was able to successfully reach a STS OPR. Customer Care confirmed the toll-free access number to reach STS. Customer stated they would try that number and disconnected.	Technical Complaints	Tech Issues STS Problem
160906-000059	9/6/2016		Dan	Dan	Customer inquired about why the hotkeys on their machine have changed.	9/6/2016	Customer Care referred the customer to MASS EDP for assistance and provided their telephone number. Customer was satisfied.	External Complaints	Miscellaneous
160906-000093	9/6/2016		Dan	Dan	*Customer stated they have experienced a long hold time/delay when connecting to Relay.	9/6/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Relay answered 97.3% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect
160906-000094	9/6/2016	9381F	Dan	Dan	*Customer stated their STS call was handled improperly. Customer stated the OPR disconnected the call while the customer was still speaking.	9/9/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
160907-000058	9/7/2016		Dan	Dan	*Customer stated they have experienced a long hold time/delay when connecting to Relay.	9/7/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Relay answered 95.9% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect

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160908-000003	9/8/2016	9146	Derek	Derek	*Customer stated their STS call was handled improperly as the OPR would not dial Customer Care, requested a supervisor and then hung up on customer.	9/8/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints	STS Call Handling Problems
160908-000032	9/8/2016		Tyna	Tyna	*Customer stated their STS calls are being handled improperly and the OPRs need to make sure the correct information is passed on to the next OPRs. Customer wanted information passed on to management.	9/8/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to management which acknowledged receipt of the request. Customer was notified.	Service Complaints	STS Call Handling Problems
160908-000039	9/8/2016	9146	Janelle	Janelle	*Customer stated OPR did not follow their instructions.	9/8/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Miscellaneous
160908-000041	9/8/2016		Carey	Carey	*Customer stated their STS call to Customer Care as well as several other calls are being handled improperly. Customer refused to provide call details.	9/9/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints	STS Call Handling Problems
160909-000060	9/9/2016	9146F	Dan	Dan	*Customer stated their STS call was handled improperly. Customer stated the OPR was talking over the recording and the customer was unable to hear them.	9/9/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
160916-000057	9/16/2016		Janelle	Janelle	*Customer stated they have experienced a long hold time/delay when connecting to Relay.	9/16/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Relay answered 95.2% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect

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160918-000003	9/18/2016		Tyna	Tyna	Customer's friend said when calling 7-1-1 they are getting fax tones and the conversation is not showing on the display screen.	9/18/2016	Customer Care obtained information and was able to determine the customer was using a CapTel 840. Customer Care explained how to use the CapTel phone and calling 7-1-1 would not be necessary if making an outgoing call. Customer walked customer through making sure captions are turned on and how to make an outgoing call. Customer was satisfied.	Technical Complaints	Tech Issues 7-1-1 Problem
160919-000015	9/19/2016	9090	Derek	Janelle	*Customer stated that OPR would not revoice for them.	9/20/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department, which verified the OPR had processed the call and followed proper procedure. Information was forwarded to management and refresher training was not necessary. Customer was satisfied.	Service Complaints	Miscellaneous
160921-000069	9/21/2016		Erica	Erica	*Customer stated they have experienced a long hold time/delay when connecting to Relay.	9/22/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Relay answered 95.5% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect
160922-000032	9/22/2016	9381	Dan	Dan	*Customer stated the OPR hung up on them.	9/23/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	OPR Hung Up on Caller
160922-000037	9/22/2016	9381	Jenn	Jenn	*Customer stated the OPR placed them on hold for a Supervisor and the OPR did not respond repeatedly when customer asked if they were on the line.	9/23/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined that the CA did follow proper procedure. CA did not receive refresher training in regards to this issue.	Service Complaints	Miscellaneous
160922-000040	9/22/2016	9146	Dan	Dan	*Customer stated their STS call was handled improperly. Customer stated the OPR was talking over them when the customer was trying to provide instructions for the call.	9/23/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems

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160922-000056	9/22/2016	9004	Jenn	Jenn	*Customer stated the OPR was "parroting" them while on a call with someone.	9/26/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and did follow proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	Miscellaneous
160923-000017	9/23/2016	9146	Jenn	Jenn	*Customer stated the OPR refused to give their OPR number.	9/23/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and did follow proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	Miscellaneous
160923-000062	9/23/2016		Jenn	Jenn	*Customer stated OPR could not hear them.	9/23/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Miscellaneous
160925-000013	9/25/2016	1218	Carey	Carey	Customer stated the OPR hung up on them.	9/26/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined that the OPR did follow proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	OPR Hung Up on Caller
160929-000078	9/29/2016	9239	Erica	Erica	*Customer stated the OPR pretended they could not hear the customer.	9/30/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Miscellaneous
160930-000038	9/30/2016		Jenn	Jenn	*Customer stated their STS call was handled improperly. Customer refused to provide call details.	9/30/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints	STS Call Handling Problems

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160930-000048	9/30/2016	1330	Jenn	Jenn	*Customer stated the OPR hung up on them.	10/4/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	OPR Hung Up on Caller
161004-000093	10/4/2016	4091	Gabi	Erica	Customer stated the OPR hung up on them.	10/5/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed proper call procedure. Information was forwarded to management; no refresher training was necessary. Customer was satisfied.	Service Complaints	OPR Hung Up on Caller
161010-000009	10/9/2016	9179	Mollie	Mollie	*Customer stated their STS call was handled improperly, the OPR asked for verification of a number to dial.	10/21/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
161010-000086	10/10/2016		Erica	Erica	Representative from a medical company stated the OPR requested their long distance carrier to place a call to a TTY user. When representative did not know the long distance carrier, the OPR transferred the representative to Customer Care.	10/10/2016	Customer Care attempted to acquire additional details; representative disconnected.	Technical Complaints	Long Distance/Billing Issues
161011-000080	10/11/2016		Janelle	Janelle	*Customer stated the OPR did not follow their instructions.	10/11/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Miscellaneous
161012-000093	10/12/2016		Tyna	Tyna	*Customer stated their STS call was handled improperly, the OPR kept asking customer to repeat and stated could not hear them.	10/14/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems

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161013-000114	10/13/2016	1219	Erica	Erica	Customer stated the OPR hung up on them.	10/14/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed correct procedure. Information was forwarded to management, no refresher training necessary. Customer was satisfied.	Service Complaints	OPR Hung Up on Caller
161017-000123	10/17/2016	4097	Dan	Dan	Customer stated that the OPR made a lot of typing errors during the call.	10/25/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and OPR received refresher training in regards to this issue. Customer was satisfied. OPRs last typing score was 93.5 WPM with 98% accuracy.	Service Complaints	OPR Accuracy/Spelling/Verbatim
161018-000104	10/18/2016	9075	Erica	Erica	*Customer wanted to make a complaint but did not provide any call details.	10/18/2016	Customer Care apologized and requested call details. Customer disconnected before reporting call details; without call details no information could be located in regards to the call the customer was referring to. Customer disconnected.	Service Complaints	Miscellaneous
161018-000109	10/18/2016		Dan	Dan	*Customer stated the OPRs are having trouble hearing them. Customer stated there is sometimes static on the line.	10/18/2016	Customer stated that the interference was due to static on their phone line. Customer Care referred the customer to their telephone service provider for further assistance. Customer understood.	External Complaints	Miscellaneous
161020-000050	10/20/2016	9025	Tyna	Tyna	*Customer stated their STS call was handled improperly.	10/24/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
161020-000052	10/20/2016	9251	Tyna	Tyna	*Customer stated their STS call was handled improperly.	10/24/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems

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161020-000061	10/20/2016	9146	Jenn	Jenn	*Customer stated their STS call was handled improperly.	10/21/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed proper procedure. OPR did not receive refresher training in regards to this issue. Customer was notified.	Service Complaints	STS Call Handling Problems
161023-000040	10/23/2016	1330	Jennifer	Jennifer	*Customer stated the OPR did not follow their instructions.	11/18/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed proper procedure. Information was forwarded to management and refresher training was not necessary. Customer was satisfied.	Service Complaints	Miscellaneous
161026-000129	10/26/2016		Carey	Carey	*Customer stated that they requested the OPR hold for less than one minute and the OPR hung up on them.	10/27/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management ; which determined that the OPR did follow proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	OPR Hung Up on Caller
161028-000042	10/28/2016		Tyna	Tyna	*Customer asked for the supervisor and the person was posing as a supervisor.	10/28/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints	STS Call Handling Problems
161105-000035	11/5/2016	9056	Carey	Carey	Customer stated the OPR hung up on them.	11/8/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management and OPR received refresher training in regards to this issue. Customer was satisfied.	Service Complaints	OPR Hung Up on Caller
161105-000047	11/5/2016		Sam	Sam	*Customer stated that faulty electrical wiring in their home causes garble on their TTY.	11/5/2016	Customer Care provided several tips for clearing garble during a call and referred the customer to their electric company regarding the issues with wiring. Customer understood.	External Complaints	Miscellaneous

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161110-000058	11/10/2016	1330	Jenn	Jenn	*Customer stated their STS call was handled improperly.	11/15/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
161111-000093	11/11/2016	9296	Erica	Erica	*Customer stated the OPR hung up on them.	11/15/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed proper call procedure. Information was forwarded to management and no refresher training was necessary. Customer was satisfied.	Service Complaints	OPR Hung Up on Caller
161113-000028	11/13/2016		Dan	Dan	*Customer stated they are hearing static on the line when calling Directory Assistance and reaching a center in the Philippines.	11/13/2016	Customer Care advised the customer they would need to direct this complaint to Directory Assistance. Customer disconnected.	External Complaints	Miscellaneous
161114-000111	11/14/2016		Tyna	Tyna	Customer stated the OPR dialed the incorrect number.	11/14/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	OPR Misdialed Number
161115-000051	11/15/2016	9350	Jenn	Jenn	*Customer stated their STS call was handled improperly.	11/22/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed proper procedure. OPR will not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
161115-000068	11/15/2016		Carey	Carey	*Customer stated that a Supervisor came on the line and did not identify themselves by providing their name to the customer.	11/16/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the Supervisor had assisted with the call. Information was forwarded to management and Supervisor received refresher training in regards to this issue. Customer was satisfied.	Service Complaints	Miscellaneous

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161118-000086	11/18/2016	9296	Dan	Dan	*Customer stated they asked the OPR to revoice and the OPR asked the customer to repeat.	11/21/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	Miscellaneous
161118-000096	11/18/2016		Dan	Dan	*Customer stated they requested a Supervisor and no Supervisor ever came to address their concerns.	11/18/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Miscellaneous
161118-000097	11/18/2016	9296	Dan	Dan	*Customer stated the OPR did not follow policy/procedure.	11/28/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	Didn't Follow Policy/Procedure
161118-000098	11/18/2016	9410	Dan	Dan	*Customer stated the OPR did not follow policy/procedure.	11/28/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	Didn't Follow Policy/Procedure
161118-000100	11/18/2016	Sup Donnie	Dan	Dan	*Customer stated the Supervisor was "wearing her out". Customer refused to provide specific details.	11/18/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Miscellaneous

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161120-000008	11/20/2016		Tyna	Tyna	*Customer wanted to express their concerns to management about long times reaching businesses and OPR hold time when customer need to step away from the telephone.	11/20/2016	Customer Care explained Relay is not able to control hold times when calling a business but OPR will remain on line while waiting for a live representative. Customer Care also explained policy/procedure for OPR hold time with no term on the line. Customer Care forwarded information to management who acknowledged its receipt. Customer was satisfied.	External Complaints	Miscellaneous
161120-000034	11/20/2016	1330	Tyna	Tyna	*Customer stated their STS call was handled improperly. Customer gave the OPR instructions and the OPR did not listen and the Supervisor did not announce themselves when taking the call.	11/30/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; and OPR and Supervisor received refresher training in regards to this issue. Customer was satisfied.	Service Complaints	STS Call Handling Problems
161122-000067	11/22/2016	9146	Jenn	Jenn	*Customer stated their STS call was handled improperly due to the OPR disconnecting their call with someone on the line.	11/29/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed proper procedure as well as that call was disconnected by the orig. OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
161125-000059	11/25/2016	9410	Dan	Dan	*Customer stated the OPR did not follow policy/procedure.	11/25/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Didn't Follow Policy/Procedure
161127-000025	11/27/2016	9034	Lenny	Lenny	*Customer stated their STS call was handled improperly because the OPR asked them to repeat several times.	11/29/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
161128-000023	11/28/2016		Tyna	Tyna	Customer stated the OPR dialed the incorrect number.	11/28/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too.	Service Complaints	OPR Misdialed Number

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161129-000097	11/29/2016	9418	Jenn	Jenn	*Customer stated their STS call was handled improperly because the OPR was not listening to them.	11/30/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed proper procedure. OPR will not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
161130-000069	11/30/2016		Tyna	Tyna	*Customer stated the supervisor was backing the OPR and not the customer when they filed a complaint the OPR was not following instructions.	12/5/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR/Supv followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	Miscellaneous
161130-000095	11/30/2016		Erica	Erica	*Customer stated they have experienced a long hold time/delay when connecting to Relay.	12/1/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Relay answered 97.2% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect
161130-000103	11/30/2016	1337	Jacob	Erica	*Customer requested to file a complaint.	11/30/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Miscellaneous
161206-000089	12/6/2016		Erica	Erica	Customer stated that the OPRs made a lot of typing errors during the call.	12/6/2016	Customer Care apologized and stated information would be forwarded to management. Customer was satisfied.	Service Complaints	OPR Accuracy/Spelling/Verbatim
161206-000090	12/6/2016		Jenn	Jenn	*Customer stated they feel there should be more female CAs.	12/6/2016	Customer Care thanked the customer for their feedback and forwarded the information to management. Customer was satisfied.	Service Complaints	Miscellaneous
161207-000054	12/7/2016	9025	Celeste	Celeste	*Customer stated the OPR was mocking them and asking questions which was none of their business.	12/9/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	Miscellaneous

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161208-000098	12/8/2016		Dan	Dan	*Customer stated they have experienced a long hold time/delay when connecting to Relay.	12/8/2016	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Relay answered 96.9% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect
161209-000006	12/9/2016		Carey	Carey	Customer stated they are attempting to place a call with a calling card and the calling card is not working.	12/9/2016	Customer Care apologized and referred the customer to the company that supplied the calling card. Customer was satisfied.	External Complaints	Miscellaneous
161209-000035	12/9/2016	9035	Tyna	Tyna	*Customer stated was on a call with an OPR and they hung up, got a dial tone, called back into Relay and reached a new OPR but the previous OPR was still on the line.	12/30/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Technical Complaints	Tech Issues STS Problem
161211-000017	12/11/2016	9025	Erica	Erica	*Customer stated the OPR did not provide their OPR number.	12/11/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer understood.	Service Complaints	Didn't Follow Policy/Procedure
161213-000023	12/13/2016	9108	Carey	Carey	*Customer stated the OPR did not follow policy/procedure. Customer stated the OPR did not revoice and when the customer asked the OPR if they were on the line, the OPR would not respond.	12/19/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call; however, there was a technical issue at the work station which resulted in the OPR being unable to communicate with the customer. Information was forwarded to management; which determined that the OPR did follow proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	Didn't Follow Policy/Procedure
161213-000089	12/13/2016	9403	Dan	Dan	*Customer stated their STS call was handled improperly. Customer stated the OPR was talking over the recording.	12/15/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems

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161215-000055	12/15/2016	9146	Jenn	Jenn	*Customer stated their STS call was handled improperly due to the OPR not listening to the customer and ignoring them.	12/19/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR processed the call and followed proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
161215-000063	12/15/2016	9034	Tyna	Tyna	*Customer stated the OPR did not keep them informed during their call.	12/22/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	OPR Didn't Keep User Informed
161221-000058	12/21/2016		Carey	Carey	*Customer stated their STS call was handled improperly. Customer stated the OPRs do not follow instructions.	12/21/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints	STS Call Handling Problems
161222-000056	12/22/2016	9381	Jenn	Jenn	*Customer stated their STS call was handled improperly as the OPR would not respond to the customer when prompted.	12/28/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR did process the call and followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
161228-000068	12/28/2016	9296	Erica	Erica	*Customer stated that they could not understand the OPR and the OPR would not speak up when requested.	12/30/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regard to this issue.	Service Complaints	Poor Vocal Clarity/Enuciation
161228-000069	12/28/2016	1347	Jenn	Jenn	*Customer stated their STS call was handled improperly due to the OPR not being able to understand the customer or revoice for them.	1/7/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. OPR received refresher training in regards to this issue. Customer was notified.	Service Complaints	STS Call Handling Problems

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
161231-000018	12/31/2016		Tyna	Tyna	*Customer stated their STS call was handled improperly. The OPR was too slow so they hung up on them.	12/31/2016	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Service Complaints	STS Call Handling Problems
170103-000055	1/3/2017	9025	Jenn	Jenn	*Customer stated their STS call was handled improperly as the OPR was not revocing fast enough.	2/1/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR did process the call and followed proper procedure. OPR will not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
170103-000057	1/3/2017	9090	Dan	Dan	*Customer stated their STS call was handled improperly. Customer stated the OPR did not properly navigate an automated system.	1/5/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
170104-000025	1/4/2017		Matt	Matt	*Customer wished to voice a general complaint.	1/4/2017	Customer Care thanked the customer and forwarded the information to Management; who acknowledged its receipt.	Service Complaints	Miscellaneous
170104-000071	1/4/2017	9239 and 1330	Dan	Dan	*Customer made a complaint against two different OPRs. Customer disconnected without providing any call details.	1/4/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Miscellaneous
170107-000012	1/7/2017		Jenn	Jenn	*Customer stated a Verizon Directory Assistance Representative was very rude and disrespectful to them over the phone.	1/7/2017	Customer Care referred the customer to Verizon for further assistance in filing a complaint. Customer understood.	External Complaints	Miscellaneous
170110-000047	1/10/2017	9090	Jenn	Jenn	*Customer stated their STS call was handled improperly due to the OPR speaking their greeting too slowly.	1/12/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified OPR had processed the call and followed proper procedure. OPR did not receive refresher training in regards to this issue. Customer was notified.	Service Complaints	STS Call Handling Problems

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170112-000085	1/12/2017		Dan	Dan	*Customer stated they have experienced a long hold time/delay when connecting to Relay.	1/16/2017	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Relay answered 94.5% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect
170113-000073	1/13/2017	9078	Jenn	Jenn	*Customer made a general complaint about a Supervisor and also made a general complaint stating they don't feel the Operators do a good job.	1/13/2017	Customer Care apologized and stated information would be forwarded to the Customer Care manager as specifically requested. Customer was notified.	Service Complaints	Miscellaneous
170114-000015	1/14/2017	9081	Erica	Erica	*Customer stated their STS call was handled improperly due to the OPR pausing until the customer begins speaking and then the OPR begins speaking.	1/20/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified that the OPR identified did not process a call for the originator. Information was forwarded to management and no refresher training was necessary. Customer was satisfied.	Service Complaints	STS Call Handling Problems
170114-000022	1/14/2017	9081	Erica	Erica	*Customer stated that they could not understand the OPR.	1/14/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Poor Vocal Clarity/Enunciation
170115-000004	1/14/2017		Sam	Erica	*Customer stated the Relay Customer Care representative did not answer their question.	1/15/2017	Customer Care apologized and stated would forward information to management. Customer declined to give call detail information and informed Supervisor to disconnect the call with Customer Care. Customer disconnected	Service Complaints	Miscellaneous
170116-000039	1/16/2017		Jenn	Jenn	*Customer stated they are being treated disrespectfully by a Supervisor with Directory Assistance.	1/16/2017	Customer Care referred the customer to Directory Assistance to file a complaint. Customer requested to speak with the Customer Care Manager. Customer Care Manager explained to the customer that Relay does not have any control over Directory Assistance. Customer asked that an email be sent to Relay management voicing her concern. Email sent and acknowledged. Customer was satisfied.	External Complaints	Miscellaneous
170117-000085	1/17/2017		Brandon	Erica	*Customer stated the OPR hung up on them.	1/20/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call and followed proper disconnect procedures. Information was forwarded to management and no refresher training was necessary. Customer was satisfied.	Service Complaints	OPR Hung Up on Caller

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170120-000011	1/20/2017		Matt	Matt	*Customer wished to give a general complaint against Relay.	1/20/2017	Customer Care attempted to gather more information but customer became angry and disconnected the call.	Service Complaints	Miscellaneous
170121-000020	1/21/2017		Dan	Dan	Customer stated they have been receiving suspicious telephone calls through Relay.	1/21/2017	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Care explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.	Service Complaints	Suspicious/Harassment Call
170122-000007	1/22/2017	9025	Dan	Dan	*Customer stated the OPR did not follow policy/procedure.	1/24/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	Didn't Follow Policy/Procedure
170122-000008	1/22/2017		Dan	Dan	*Customer demanded that it be noted that we need to hire more females.	1/22/2017	Customer Care forwarded the information to management, who acknowledged receipt. Customer was satisfied.	Service Complaints	Miscellaneous
170124-000045	1/24/2017		Tyna	Tyna	~Customer stated their STS call was handled improperly. Customer stated the OPR did not answer questions or know what they were doing.	1/24/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	STS Call Handling Problems
170126-000085	1/26/2017		Tyna	Tyna	*Customer demanded a manager and wanted to speak to one regarding a supervisor hanging up on them.	1/26/2017	Customer Care apologized but a manager was not available at the time of their call. Customer Care offered to take information and forward to management. Information was forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Miscellaneous
170202-000001	2/2/2017		Erica	Erica	*Customer stated they have experienced a long hold time/delay when connecting to Relay.	2/8/2017	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Relay answered 99% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170202-000047	2/2/2017	1330	Jenn	Jenn	*Customer stated that the OPR and all other OPRs are not giving the correct greeting.	2/2/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Miscellaneous
170203-000012	2/3/2017	9034	Tyna	Tyna	*Customer stated their STS call was handled improperly. The OPR kept interrupting the customer.	2/10/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
170205-000009	2/5/2017	9034	Jenn	Jenn	*Customer stated their STS call was handled improperly as the OPR speaks their greeting too slowly.	2/6/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR processed the call and followed proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
170207-000039	2/7/2017		Tyna	Tyna	*Customer stated they are tired of the OPRs and Supervisors attitude.	2/7/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Miscellaneous
170207-000063	2/7/2017	9381	Jenn	Jenn	*Customer stated the OPR did not follow policy/procedure.	2/9/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR did process the call and followed proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	Didn't Follow Policy/Procedure
170209-000057	2/9/2017		Erica	Erica	Customer stated when they call long distance, they receive a recording not generated by Relay.	2/9/2017	Customer Care referred the customer to their telephone company for additional information. Customer understood.	External Complaints	Miscellaneous
170214-000013	2/14/2017		Tyna	Tyna	*Customer stated Directory Assistance gave the wrong number.	2/14/2017	Customer Care explained the complaint would need to be made with Directory Assistance if they provided incorrect information. Customer refused information asked for Manager and/or another Representative. Customer Care advised no one available at this time. Customer disconnected.	External Complaints	Miscellaneous

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170214-000014	2/14/2017	1330	Tyna	Tyna	*Customer stated the OPR refused to help the customer.	2/14/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Miscellaneous
170216-000048	2/16/2017	9381	Jenn	Jenn	*Customer stated their STS call was handled improperly due to the OPR not speaking loudly so their called party could hear them.	2/22/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department and verified the OPR had processed the call and followed proper procedure. OPR will not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
170216-000076	2/16/2017		Jenn	Jenn	*Customer stated that none of the Operators were doing a good job.	2/16/2017	Customer Care attempted to gather more information. Customer became angry and refused to provide any call detail. Customer disconnected.	Service Complaints	Miscellaneous
170216-000084	2/16/2017		Jenn	Jenn	*Customer called into Customer Care to make a complaint about an OPR that was not clearly stated.	2/16/2017	Customer Care attempted to gather information, however, customer's voice was muffled and extremely hard to understand. Customer refused to provide any details, became angry, and disconnected the call.	Service Complaints	Miscellaneous
170222-000075	2/22/2017		Kacie	Kacie	*Customer stated there was no answer when attempting to dial into the Massachusetts Relay Service.	2/22/2017	Customer Care apologized and placed a test call to the Massachusetts STS Relay Service, which was successful. Customer Care attempted to gather information from the customer; which was unsuccessful. Customer disconnected.	Service Complaints	Ringling/No Answer
170223-000089	2/23/2017		Erica	Erica	Customer stated they were receiving garble during the call.	2/23/2017	Customer Care provided several troubleshooting tips for clearing garble during a call. Customer stated they would call back if garble continued. Customer was satisfied. There has been no further contact from the customer in regards to this issue.	Technical Complaints	Garbling
170228-000070	2/28/2017		Jenn	Jenn	*Customer was attempting to file a complaint against Directory Assistance.	2/28/2017	Customer Care advised the customer they would need to file the complaint with Directory Assistance. Customer understood.	External Complaints	Miscellaneous
170228-000084	2/28/2017		Erica	Erica	*Customer stated the OPRs do not follow instructions.	2/28/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Miscellaneous

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170228-000088	2/28/2017		Erica	Erica	*Customer suggested the OPRs have a way to mute the terminating party for instances such as long hold times.	2/28/2017	suggestion and forwarded information to management; who acknowledged its receipt. Customer was satisfied.	General Information	Miscellaneous
170307-000028	3/7/2017	1330	Jenn	Jenn	*Customer stated a Supervisor was very rude to them and disconnected their call.	3/9/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	Miscellaneous
170308-000037	3/8/2017	9081	Kacie	Kacie	*Customer stated the OPR dialed the incorrect number.	3/14/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	OPR Misdialed Number
170308-000039	3/8/2017	9025	Mary	Mary	*Customer wished to file a complaint but hung up before providing details.	3/8/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regard to the call the customer was referring to. Customer was notified.	Service Complaints	Miscellaneous
170308-000047	3/8/2017		Tyna	Tyna	* Customer wanted to file a strong complaint against a supervisor.	3/8/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Miscellaneous
170309-000053	3/9/2017	9146	Kacie	Kacie	*Customer wanted to file a complaint, but hung up before providing details.	3/9/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Miscellaneous

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170310-000046	3/10/2017		Mary	Mary	*Customer wanted to file a complaint against a Customer Care Representative.	3/27/2017	Customer Care forwarded information to management, whom acknowledged its receipt. Information was forwarded to management; which determined the Customer Care Representative followed proper procedure and did not receive refresher training in regards to this issue. Customer was satisfied.	Service Complaints	Miscellaneous
170311-000017	3/11/2017	9257	Sam	Sam	*Customer stated that they could not understand the OPR.	3/14/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	Poor Vocal Clarity/Enuciation
170311-000013	3/11/2017	9257	Kacie	Kacie	*Customer stated the OPR dialed the incorrect number.	3/14/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	OPR Misdialed Number
170313-000067	3/13/2017		Dan	Dan	Customer stated that the OPRs were making a lot of typing errors during their calls.	3/13/2017	Customer Care apologized and requested call detail information. Customer disconnected without providing any details.	Service Complaints	OPR Accuracy/Spelling/Verbatim
170317-000029	3/17/2017	9025	Dan	Dan	*Customer stated the OPR did not follow policy/procedure.	3/23/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	Didn't Follow Policy/Procedure
170318-000007	3/18/2017	9146	Kacie	Kacie	*Customer stated the OPR could not hear and needed to turn up the volume in headphones because she had to repeat herself three times.	3/21/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	Miscellaneous

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170320-000068	3/20/2017	9019	Mary	Mary	*Customer stated the OPR hung up on them.	3/24/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	OPR Hung Up on Caller
170320-000072	3/20/2017		Erica	Erica	*Customer attempted to file a complaint, however the customer was upset to the point of being unintelligible.	3/20/2017	Customer Care was unable to acquire call detail information before the customer disconnected.	Service Complaints	Miscellaneous
170320-000075	3/20/2017	9249	Erica	Erica	*Customer stated the OPR provided the incorrect information.	3/24/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	OPR Gave Wrong Information
170322-000069	3/22/2017	9146	Jenn	Jenn	*Customer stated the OPR did not follow policy/procedure.	3/23/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	Didn't Follow Policy/Procedure
170324-000043	3/24/2017	1330	Jenn	Jenn	*Customer stated the OPR is speaking slow on purpose.	3/28/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department which verified the OPR followed proper procedure. OPR did not receive refresher training in regards to this issue.	Service Complaints	Miscellaneous
170325-000018	3/25/2017	9381	Kacie	Kacie	*Customer stated the OPR released their call improperly.	3/30/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	Improper Use of Call Release

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170328-000059	3/28/2017	1330	Mary	Mary	*Customer stated their STS call was handled improperly by repeating instructions back to the customer and was intentionally harassing the customer.	4/3/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regard to this issue.	Service Complaints	STS Call Handling Problems
170329-000006	3/29/2017		Jenn	Jenn	*Customer made a general complaint that the Operators are not keeping them informed during calls.	3/29/2017	Customer Care forwarded customer's general complaint to management. Customer was notified.	Service Complaints	Miscellaneous
170403-000044	4/3/2017		Dan	Dan	*Customer stated they have experienced a long hold time/delay when connecting to Relay.	4/3/2017	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. Relay answered 98.6% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect
170408-000016	4/8/2017		Sam	Sam	*Customer stated a specific Customer Care Representative was hard of hearing.	4/19/2017	Customer Care apologized and forwarded information to management; which determined Customer Care followed proper procedure.	Service Complaints	Miscellaneous
170412-000032	4/12/2017		Dan	Dan	* Customer stated they believed the OPR was still on their other line when they were calling Customer Care.	4/12/2017	Customer Care determined the issue may have been with the customer's phone service and referred them to their telephone service provider. Customer understood.	External Complaints	Miscellaneous
170413-000033	4/13/2017		Mary	Mary	*Customer stated the OPR was terrible and provided no further information.	4/13/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regard to the call the customer was referring to. Customer was notified.	Service Complaints	Miscellaneous
170413-000045	4/13/2017	9381	Mary	Mary	*Customer stated the OPR did not keep them informed during their call.	4/18/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regard to this issue.	Service Complaints	OPR Didn't Keep User Informed

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170414-000004	4/14/2017	9034	Kacie	Kacie	*Customer stated their STS call was handled improperly.	4/19/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	STS Call Handling Problems
170414-000075	4/14/2017		Erica	Erica	*Customer stated the Mass STS line sounded distorted.	4/14/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which was unable to locate any issues with the phone lines or OPR workstations. Calls were successfully processed without any report of distortion. Customer was notified.	Technical Complaints	Miscellaneous
170417-000008	4/16/2017		Jennifer	Jennifer	*Customer wished to file complaint against supervisor for not helping them.	4/17/2017	Customer Care apologized and acquired call detail information. Information was forwarded to management; which determined the Supervisor followed proper procedure. The Supervisor did not receive refresher training in regards to this issue.	Service Complaints	Miscellaneous
170419-000065	4/19/2017		Kacie	Kacie	*Customer stated several suggestions for STS OPR training.	4/20/2017	Customer Care thanked the customer for the suggestion and forwarded information to management; who acknowledged its receipt. Customer was satisfied.	General Information	Miscellaneous
170420-000075	4/20/2017		Erica	Erica	*Customer stated there were no female OPRs available.	4/20/2017	Customer Care apologized and explained attempts are made to ensure female OPRs are available, however, there may be times when they are busy assisting other customers. Customer was satisfied.	Service Complaints	Miscellaneous
170422-000006	4/22/2017		Mary	Mary	~Customer stated the Supervisor would not provide requested information.	4/27/2017	Customer Care apologized and acquired call detail information. Information was forwarded to management and the Supervisor received refresher training in regards to this issue. Customer was satisfied.	Service Complaints	Miscellaneous
170425-000054	4/25/2017		Dan	Dan	*Customer wanted to report a potential technical issue.	4/25/2017	Customer Care attempted to obtain call detail information. Customer refused to provide information and disconnected.	Technical Complaints	Miscellaneous
170425-000057	4/25/2017		Mary	Mary	*Customer wanted to file a complaint against a Customer Care Representative.	4/28/2017	Customer Care forwarded information to management, which determined the Customer Care Representative followed proper procedure and did not receive refresher training in regards to this issue. Customer was satisfied.	Service Complaints	Miscellaneous

Massachusetts CapTel FCC Complaint Report 6/1/2016 to 5/31/2017

Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Completed	Rep. Initials
740494	12/04/2016 04:53pm	CapTel	Service	1055	Customer reported inaccurate captions during a conversation on the CapTel 840.	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. Call center personnel met with the CA and shared tips to assist with consistent quality performance. CA's supervisor provided observation sessions and coaching accordingly.	12/08/2016 06:20pm	Over 48 hours	KG
786167	05/10/2017 10:17am	CapTel	Service	N/A	Customer reported seeing "Waiting for CapTel Operator" and not getting captions on the CapTel 800.	CSR confirmed that the message appeared and remained on the CapTel's display as the call began. CSR apologized for the experience and advised that, if this situation reoccurs, they may turn the Captions button off and then back on in order to establish a new connection with a CA. CSR confirmed that the customer is now receiving captions successfully.	05/30/2017 09:57am	Over 48 hours	TS